

ASQ Austin Newsletter

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APRIL 2019 VOLUME2, ISSUE 2

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ISO 9001 Education Event



Are you ready for your next ISO 9001 audit? ISO Auditors are expecting to see continuous improvement year over year and will be varying their focus to make sure the entire quality management system is working as intended.

In order to help you prepare for your next audit, Norma Antunano has organized a day long education event that focuses on four things: An overview of the ISO 9001-2015 standard so you are familiar with the requirements; Improving your own

auditing skills so you can conduct internal audits to help you monitor your firm's compliance; Top major and minor nonconformances found in 2018; and Quality Myths and Misunderstandings.

Speakers are all Trained ISO auditors with years of experience that will help you to prepare for the next ISO 9001 audit or use in your own auditing career.

This will be an all-day event with lunch and snacks and earns you 1.0 RUs. The event will be held at National Instruments on MOPAC Expressway in Austin. To get more information about this event and find out how to register go to <https://my.asq.org/events/item/60/634>

No tickets will be available at the door, you must pre-register to be admitted to this event.

ASQ Transformation Continues

About one year ago, ASQ started rolling out its plan to transform itself. Faced with declining membership and revenues, section compliance issues, and struggling to transition to newer technology for delivery of member value, something had to be done.

The leadership did extensive benchmarking studies and sought the help of respected thought leaders in brand management. Based on that, the organization embarked on sweeping changes to the financial management, geographic organization of sections and use of technology to deliver value.

ASQ Transformation (continued)

The geographic alignment of regions and sections has taken place, there are now fewer regions and sections resulting in a leaner middle management strata.

My ASQ, the organizations new technology platform for communications and sharing ideas has been rolled out and usage is picking up. The ASQ Austin web page has been moved to this platform reducing our maintenance costs and increasing security.

Another feature being added is the WEBEX on line meeting and webinar broadcast system. This should help us with our communication costs and quality,

The financial transformation has been split into waves with wave 3 currently in work. Our section finances will be transformed in wave 5, expected to begin in August this year.

When that occurs, all section funds will be transferred to an ASQ HQ managed electronic banking system. Funds disbursement will go fully electronic at that point and quarterly and annual reports will become easier assuring compliance with IRS regulations.

By the end of 2019 we should have completed all the transformation and be ready to face the future with a more efficient and effective organization.

World Conference on Quality and Improvement



May 20 -22 The Fort Worth section of ASQ will be hosting ASQ's World Quality Conference at the Fort Worth Convention Center. Cost to attend is \$599 for a single day and (by the time you read this) \$1199 for the full event.

Want to volunteer at the event? Complete your volunteer work and earn free admittance. Act quickly as Volunteer spots may be filled by the time you read this. Fill out this form: [Volunteer Application](#)

You may contact John Breckline (jbreckline@ATT.net) and find out if any more positions are available.

I attended the conference last year and found it to be well worth the investment of my time and money because of the networking opportunities, the exposure to new ideas and re-exposure to old ones and the understanding I gained about how ASQ operates.

If you can attend just one day, go on Monday to see the event kickoff and hear some of the best speakers.

The Keynote speaker on Monday is **Patrick Schwerdtfeger**, an authority on technology trends including big data, artificial intelligence and block chain. He's the founder of Trend Mastery and the host of the Strategic Business Insights video blog (with over 25,000 subscribers and five million views on YouTube).

Patrick is the author of Anarchy, Inc.: Profiting in a Decentralized World with Artificial Intelligence and Block Chain.

[WCQI Information](#)

ASQ Austin Delivers Value

General Meetings have been well attended during the beginning of 2019.

Free attendance for ASQ members has increased the member value proposition while reducing revenues. Costs have come down as well since National Instruments allows us to meet at their facility for no charge.

We got off to a good start in January with Adil Dalal presenting “**Operational Excellence 4.0**” showing us some new technology from Hitachi.

One attendee told us this was an “Excellent topic and presentation!”

The new technology that Adil demonstrated such as automated video analysis of people moving in a corridor was awe inspiring. We can look forward to exciting new uses of this type of technology as costs come down. Another attendee commented that the “Demos were fun. It was interactive and engaging.”

In February we heard “**A Practitioner’s Overview to Data Mining Models and Methods**” by Don McCormack, a leader of technical enablement at JMP Statistical Discovery arm of SAS. His presentation provided an overview to data mining, what it is and isn’t, and where it fits into the general category of machine learning.

Mahendra S. told us; “I might have jumped in over my head, but this talk/discussion was incredibly interesting and I very much enjoyed the presentation.”

In March We heard from Ed Cook, the Senior Director, Global Supplier Quality for Smith and Nephew in Austin, TX who spoke on “**Supplier Management.**”

Ed contrasted classic Supplier Quality Management with Relationship Management and gave examples that illustrated the success in improving suppliers when the two approaches were combined.

Attendees said the event was a “Great experience sharing.” And that Ed “was very thorough and forthcoming in his responses to the many questions posed.”



Our next meeting will be Wednesday April 10. The topic will be “**Cyber Security**” presented by Eric Baize, Vice President, Product & Application Security – Dell & Chairman, SAFECode.

Participant feedback from the first 3 general meetings focused on food, room temperature, desire for more tours and the need for the senior members to engage with the younger members.

See you at the next meeting April 10

- Remember we are not trying to be a restaurant; we just want to keep the hunger pangs suppressed. Be a fixer: The arrangement chair can always use some help in planning for food and refreshments.
- Dress in layers in case we never find the person who controls the thermostat, and
- Take the time to introduce yourself to a person you do not already know.



ASQ Financial Outlook

The final ASQ National 2018 financial report will not be available until May at the WCQI but the treasurer has given us a glimpse of what to expect

- Revenues were lower than plan by \$1.7M
- Expense Costs were reduced by \$1.3M
- Assets were drawn down by about \$2M suggesting that capital spending was higher during 2018

Higher capital spending would be expected given the changes in infrastructure and web presence.



Looking ahead to 2019, ASQ has announced a dues increase and the elimination of the “associate” membership class. There will be four classes of individual membership starting April 1: Student Member, Full Member, Senior Member, and Fellow.

Student membership dues will increase by \$2.00 and other membership dues will increase by \$10.00 beginning July 1.

ASQ is introducing a new individual membership model to better align

member value with membership level.

Under the new model, members may elect to join as many divisions as they want at no extra cost.

Associate membership is gone, Associates did not receive “Quality Progress” magazine and were not able to vote in ASQ national elections or hold an elected office in a section.

The future will tell what impact the 6% dues increase and addition of new benefits will have on membership growth and total revenue.

Local Section Finances look strong according to David Estes, Treasurer.

“We are spending a little more than planned on the meetings because of the free attendance for members, but venue costs are down. Overall we are about where we panned to be for April.

ASQ Austin Membership

As of April 6, 2018

<i>Associates</i>	<i>77</i>
<i>Full</i>	<i>247</i>
<i>Senior</i>	<i>124</i>
<i>Fellow</i>	<i>4</i>
<i>Org</i>	<i>3</i>
<i>Total</i>	<i>455</i>

Student 65

Grand Total 520

14 new members joined in March

12 Members failed to renew in the last year.

MyASQ vs ASQAustin.org

Our old Web Site, ASQAustin.org is moving to a new platform: My ASQ

This move allows our section to have better security at lower costs and gives you access to all of your ASQ information at a single web site

Joining the Community

Who has access to myASQ?

If you have an ASQ.org account, you automatically have access to my.asq.org through the same log in. On your first visit to my.asq.org, you will need to log in to be recognized.

Visitors may see information, but will need to log in or create an account to see additional content or take actions (post, reply, like). Some areas require ASQ membership to access. If you have an active membership, it will be recognized when you log in.

It may take about 15 minutes to recognize new accounts created. Do not create a new account if you do not remember your username and/or password. Follow the site prompts to retrieve your log in information.

Use your Current ASQ.org log in to access my.asq.org.

Register as a My ASQ user to get better than ever access to the ASQ body of knowledge, secure messaging to other members, opportunities to start and join discussions on your topics of interest, and access to the ASQ Austin web site.

How do I log in to MyASQ?

Log in to your ASQ.org log in to access my.asq.org.

What is the secondary registration form when I log in the first time?

Upon accessing myASQ the first time, the first screen you see is the 'Secondary Registration Form'. The 'Yes' box must be checked to proceed. If it is not, access to myASQ is not granted. Once it is checked, it will not appear again.

The Secondary Registration Form addresses GDPR (General Data Protection Regulation), which is a new regulation implemented by the European Union (EU) to

protect the personal data of all EU citizens and anyone living in the EU. Due to the difficulty of determining in an online session whether a person is an EU citizen or if they live in the EU, we are asking everyone using myASQ to agree to the wording. The good news is that this provides everyone, regardless of their citizenship, with a higher level of protection of their personal data. Checking the 'Yes' box ensures ASQ can only use your personal information to fulfill the purposes for which that personal data was provided to ASQ, and for no other purposes without additional approvals.

Once you are logged in to the My ASQ portal, click on communities then geographic to find and join ASQ Austin.

Help Wanted

Newsletter Editor

Sorry to say this is my last newsletter as editor for ASQ Austin. My bucket list gets longer every year and I need more time to work on it.

Beginning in June, my wife and I are planning to travel extensively throughout the USA and Canada, dragging our Airstream travel trailer behind our faithful Ram pickup.

There are waterfalls to be viewed, Presidential Museums to be visited, The Lewis and Clark trail to be explored, Mountains to hike and thousands of miles of open road before us (if I leave out I 90 through Illinois, which is nothing but toll booth after toll booth.)

So we are in need of a new editor. Someone who likes to write and be in the know would be perfect. You will receive extra RUs and the adoration of some of the ASQ Austin Section who are glad it is you and not they, who are charged with getting the newsletter out.

ASQ supplies you with an easy to use template. Todd Minnick or somebody else always has a picture to share. ASQ, the section committee chairs and elected officers will supply you with the content, all it takes is you to stitch it together, make it interesting and readable, and hand it to the publicity team for publishing.

Contact Pete Courtois, Section Chair to apply.

Arrangements Committee

The arrangements committee is responsible for finding the venues and taking care of the hospitality at our events. This is a case where many hands make light work.

The perfect candidate is a good planner but even if you can't plan, if you can follow directions that is good enough.

Besides planning the refreshments there is a lot of work that goes into setting up each meeting, greeting our attendees, and packing up when it is time to go.

Committee members earn extra RU's for their work and get to meet everyone that shows up for the event

Contact Pete Courtois, Section Chair to apply.