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### SPECIAL POINTS OF INTEREST:

ASQ San Fernando Valley Section website:

[www.asqsfv.org](http://www.asqsfv.org)

[Linked - In Group: ASQ San Fernando Valley](http://www.linkedin.com/groups/2008556)

<http://www.linkedin.com/groups/2008556>

### **New Baldrige Resource Library Now Available!**

**IT'S FREE.** Use it to broaden your knowledge and improve your organization.

<http://www.baldrigepe.org/brl/>

**2018 ASQ WCQI SEATTLE, WA**  
April 30 - May 2, 2018

**THEME - The Innovation of You**  
<http://wcqi.asq.org/>



## Letter from the Chair

Summer is here and things have been heating up for the section.

Greetings! As we enter the third quarter of 2017, I'm excited to share with you an update on the section's activities.

In our last newsletter, I announced that our section is cosponsoring the 10th annual SoCal Quality Conference (SCQC) in Pomona on November 4<sup>th</sup>. This local event is a great way to connect with colleagues and employers right in your own backyard. We committed to raffling off one registration at the June, July, and August monthly events – a \$100 value. We had our first winner in June – join us at our July event and the next winner could be you!

In April, we offered an opportunity for our members and their families to participate in a volunteer day with Operation Gratitude. It was a rewarding day spending time supporting U.S. troops, veterans, and their families by assembling care packages and other gifts. For more details, read the article by Section Audit Chair, Lisa Strawn, who has won a Meritorious Service Award for championing this event.

A reminder to our members to search LinkedIn for the ASQ San Fernando Valley group and request to join. For some of you who may not be receiving email from the section, announcements for events are also sent via LinkedIn.

Now for the part where I ask for your help. Please contact me at [jmarks@sections.asq.org](mailto:jmarks@sections.asq.org) with any of the following:

- Nominees or volunteers to serve as a section member leader in 2018,
- Company sponsors for the SCQC,
- Speakers for section events and/or for the SCQC.

Thank you and have a wonderful summer!

*Jamie Marks, Section Chair*  
[jmarks@sections.asq.org](mailto:jmarks@sections.asq.org)



## NATIONAL/REGIONAL ACTIVITIES

### Phishing Alert

Please be advised that a fake email is being sent to some member leaders. It claims to come from ASQ CEO Bill Troy and contains an "@asq.org" email address and a "secure PDF" but it is NOT a legitimate email. It will ask for your email and password but do not provide it. If you have already opened such an email, contact Community Development. And please alert your member unit to the scam

### Subject Matter Experts Needed

Certified Reliability Engineer (CRE) and Certified Calibration Technician (CCT) subject matter experts are needed for question bank writing. Individuals should hold a current certification and not have participated in exam writing or grading since May 2015. Recertification units (RUs) are offered.

Contact [dgrunewald@asq.org](mailto:dgrunewald@asq.org) using "CRE or CCT Subject Matter Expert Inquiry" in subject line.

### Incoming 2018 Region 7 Regional Director

Welcome C.G. Mistry as Region 7's new Regional Director. C.G. Mistry is a quality professional with more than 25 years experience in quality, including plant setup and maintenance of quality departments. He has experiences with commercial, aerospace, defense, and nuclear industries.

Mistry is an ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE), Quality Engineer (CQE), Quality Auditor (CQA), and Six Sigma Black Belt (CSSBB). He has been an active ASQ member for over 20 years and was recently elected an ASQ Fellow. He is currently chair of San Gabriel Valley Section 0702. C.G also is on the SoCal Quality Conference committee.

Mistry received his MBA from University of La Verne and a master of science in quality assurance from Cal State Dominguez Hills.

The role of the regional director is to further the objectives of the Society within the regions through their work with sections. Regional directors are nominated and elected by the sections in their regions. Congratulations to the following members who have been declared elected regional director for the term January 1, 2018 through December 31, 2019.

### Win a Book from the ASQ Library

Quality Progress: The Real Root Cause

Snap a photo of where you read your August Quality Progress with #ReadmyQP and you could win a best selling book from ASQ's library <http://bit.ly/2f4Soxe>

# SFV Quality Quill

Volume 6, Issue June 2017

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## SECTION ACTIVITIES APRIL – NATIONAL VOLUNTEERS WEEK



Bin of NC Teddy Bears



Some of the ASQ SFV 0706 'Troops'



Pallets of filled boxes

In April, our Section Event was very different from most. We met on Saturday morning April 22nd to assist with Operation Gratitude. (<https://www.operationgratitude.com/>) Operation Gratitude is an organization that has sent 1,760,560 Care Packages to our troops. Their mission is to lift the spirits and meet the evolving needs of the Military & First Responder communities, and provide volunteer opportunities for civilians anywhere in America to express their appreciation to all who serve our nation. The Troops Win! Operation Gratitude Wins! Section 0706 Wins!

We had a wonderful day at the Forward Operating Base: Operation Gratitude (also known as "The FOB")! Most of us walked down assembly lines with our empty boxes for the troops. The staff of Operation Gratitude had several boxes of items to be placed into the empty care packages in such a strategic way that by the end of the line, they could barely close each box.

It was with great precision that boxes were handed out, people on one side of the tables placed items into the boxes, and when the supply was getting low; there were people in the back to help fill the assembly lines. Some of the items that I saw being sent to the troops were comics, CD's, DVD's, Girl Scout Cookies, socks, toothbrushes, deodorant, beanie babies, paracord bracelets, scarves, phone cards, lip balm, lotion, and more! Not every box was the same. At the end, all the boxes had information about Operation Gratitude, and a few hand written letters.

For those who were unable or preferred to do something other than filling the Care Packages, they could prep empty boxes, dispense items from the assembly line, sit and write letters, make paracord bracelets, screen letters for appropriateness, or stuff Teddy Bears for the families of the soldiers. (Stuffing the Bears is harder than you would think! Note the photo of the nonconformance bin.)

We started the assembly at 9AM and most of it ended at noon, although some members held out until 1:00pm when they shut down the FOB after trying to meet the day's goal.

The facility has a great deal of security and rules are enforced. In addition, as a bonus, each member received .4 RU's for their service hours which is good towards their recertification, if needed. From my own point of view, I hope that we will have the opportunity to be of service to our Troops and say, "Thank Q!" once again!! For those members participating on this activity, ASQ SFV Section appreciates the time spent during this event. We look forward to seeing you there, next time!

Lisa A. Strawn

## SECTION ACTIVITIES



### April Event

#### National Volunteer's Week

Volunteering at the Operation Gratitude FOB, Chatsworth

### June Event

#### Measurement Uncertainty – A very certain topic for Calibration Technicians

Speaker: Kevin Posey



### May Event

#### Promoting a Quality Culture

Speaker: Russell Smith

## Meritorious Award for "Operation Gratitude Activity"

The latest member receiving a San Fernando Valley Section award is Lisa Strawn for her efforts in organizing the April 2017 activity and the 2016 Collection for Operation Gratitude sessions. Section awards process is available on the website and presented on page 5.

Lisa Strawn was responsible for initiating and coordinating the section's first Volunteer Day event. She has championed this charity outreach effort and her volunteer efforts are commendable. Our Section, our community, and most importantly, our troops all owe Lisa a big thanks. Lisa's volunteering efforts certainly benefited our courageous members of the military and she is indeed worthy of recognition and reward by our Section. We believe this will be the start of an annual tradition.

The ASQ initiative for Social Responsibility (SR) is at work here (<http://asq.org/learn-about-quality/social-responsibility/>). **ISO 26000: Guidance on social responsibility** identifies seven core social responsibility subjects:

1. Organizational governance
2. Human rights
3. Labor practices
4. The environment
5. Fair operating practices
6. Consumer issues

## SFV Section 706 Awards and Recognition Call for Nominations

Your Section Leadership Committee would like to bring to the attention of the San Fernando Valley general membership the recognition opportunities that are available from the section. Our section awards are based on the national awards of like designation. Any ASQ 706 member can submit nominations for Section awards. A synopsis of each category is included below. Some have submittal deadline criteria and limits for number of annual recipients.

Send requests for nomination forms to [jmarks@sections.asq.org](mailto:jmarks@sections.asq.org)

### **Awards & Recognition:**

- A means of recognizing and rewarding Section members who have participated in the advancement of the goals of the Society and our Section
- Recognizes Section members furthering the advancement of the quality profession
- Recognizes non-members or organizations conducting seminars and courses; providing committee help, media coverage, classroom space, or other assistance; or otherwise supporting the Section.

### **MERITORIOUS SERVICE**

Eligible: Individuals or Teams - ASQ membership not required

Recognizes unique, one time efforts that contributed to the betterment of the Section by supporting business plan activities; special event planning, coordinating, and onsite support; or providing physical resources to the Section Leadership Committee (SLC).

The number of recipients or awards per recipient is not limited

Nominations accepted year-round

Award: Certificate and \$25

### **SERVICE EXCELLENCE**

Eligible: ASQ Section 706 Members

Recognizes members who volunteer on the SLC in areas of section management, education, training, career guidance, membership, community affairs, or otherwise supported the section or the society.

One award granted annually

Nominations accepted Jan through Nov

Award: Certificate and \$100

### **LIFETIME ACHIEVEMENT**

Eligible: Current or past Section 706 Members

Recognizes members with a minimum 15 years of ASQ membership, 5 years as a Section Member Leader, and who have been involved in section management, education, training, career guidance, membership, SLC assistance, community affairs, media coverage, and public awareness of the section's activities.

Limited to one award per recipient

Nominations accepted year-round

Award: Certificate and \$250

### **TESTIMONIAL AWARD**

Eligible: Organizations

Recognizes contributions to the Section with facilities for meetings, training, or events or other physical resources.

One award per organization

Nominations accepted year-round

Award: Plaque

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## SECTION EVENTS

Date	Speaker	Topic	Venue
July 18	Shaun Waters, Healthcare Project Management Professional	ISO 15189 Medical Laboratories	Mandarin King Restaurant, Northridge
Aug 15	Dr. Melinda Sue Norin	Knowledge Management for Organizational Excellence	Mandarin King Restaurant, Northridge
<b>THURS</b> Sep 21	Joint Event with ASQ Biomed Div.	TBD	Boston Scientific, Valencia

ASQ Section 706 Events are held on the THIRD TUESDAY of every month. Join us for some networking followed by a meal and the presentation or join us for the presentation only. Recertification Units (RUs) are awarded for attending the presentations. Search for our events on Ticketbud... [www.ticketbud.com](http://www.ticketbud.com) >> Find Event >> Query with ASQ.

### Call for Presenters!

Have you seen a great presentation relevant to BoK topics at one of your other events? Does your company allow tours? Have you applied Quality Tools at work and would like to present your outcome? If so, please provide the information so that we may share it with the section! Email [RSVP.ASQ.GT@gmail.com](mailto:RSVP.ASQ.GT@gmail.com).

### Location! Location! Location!

Your section is in search of a venue in which to hold board meetings, section events, and training classes. A low-cost facility with easy access and minimal security clearance constraints would be best. A location central to the SFV and within easy freeway distance is also a plus. If you know of a such a place or your company/employer would be willing to support their local ASQ section, please provide the information via email to [RSVP.ASQ.GT@gmail.com](mailto:RSVP.ASQ.GT@gmail.com).

## OTHER LOCAL SECTIONS

**Los Angeles**, Section 0700  
[www.asqla.org](http://www.asqla.org)

**San Gabriel Valley**, Section 0702  
[www.asq702.org](http://www.asq702.org)

**Channel Cities** (Ventura/Santa Barbara), Section 0709  
[www.asqchannelcities0709.weebly.com](http://www.asqchannelcities0709.weebly.com)

**ASQ HQ** [www.asq.org](http://www.asq.org)

**Orange Empire**, Section 0701  
[www.asqorangeempire.org](http://www.asqorangeempire.org)

**Inland Empire**, Section 0711  
[www.asq711.org](http://www.asq711.org)

# SFV Quality Quill

## RECOGNITION

### General Info

**Events** - Locations and meals may be changing for every section event so please review the flyer carefully.

**Hosting an event** - We are looking for local companies who can offer their facility.  
Contact RSVP.ASQ.GT@gmail.com

**Section Website** - Bookmark our new one: [www.asqsfv.org](http://www.asqsfv.org)

**Recertification Units** - Contact M. Gorgzadeh if you need assistance.  
<mgorgzadeh@hotmail.com>

### New Members

- |                     |                  |
|---------------------|------------------|
| <b>FULL</b>         | <b>STUDENT</b>   |
| V. Alaverdian       | J. Dimas         |
| A. Aviles           | A. Khachatourian |
| L. Aya              | R. Leonard       |
| L. Boyle            | K. Melgarejo     |
| L. Cioaba           | I. Mack          |
| R. Flores           | S. Mohammed      |
| M. Frankcom         | N. Nadia         |
| S. Kay              | L. Ramirez       |
| J. Munoz            | H. Soroko        |
| G. Trudeau          | V. Soroko        |
| E. Umana            |                  |
| N. Viray            | <b>ASSOCIATE</b> |
|                     | S. Abosch        |
| <b>ORGANIZATION</b> | T. Barker        |
|                     | P. Brocato       |
|                     | R. Castro        |
|                     | A. Figueroa      |
|                     | C. Gallegos      |
|                     | G. Kinsel        |
|                     | E. Mehdikhan     |
|                     | Y. Salmon        |
|                     | S. Trehwitt      |

### Newly Certified

- |                    |              |
|--------------------|--------------|
| <b>CSSBB</b>       | <b>CSQP</b>  |
| J. Matteo          | S. Milanez   |
| M. Mendoza         |              |
| <b>CQA</b>         | <b>CQIA</b>  |
| F. Badalova        | S. Perez     |
| A. Pang            | K. Melgarejo |
| <b>CMQOE</b>       |              |
| K. Manalili-Parker |              |
| M. McKinley        |              |
| <b>CQE</b>         |              |
| C. Perkins         |              |
| R. Mohammadifard   |              |
| <b>CRE</b>         |              |
| B. Gopalakrishnan  |              |

### Retirees

ASQ members with >10 consecutive years of membership are eligible for a dues discount upon retirement. You must be completely retired from employment - no consulting or part-time employment.

Any years as a Forum, Associate, or enrolled student do not count toward your consecutive years of membership.

Discounts apply to basic membership dues for Full, Senior, or Fellow members. (Additional Forums and Divisions, journals, and additional Sections are excluded).

For Senior and Fellow members, the program will cover the additional benefit of your choice (one journal OR one additional Section OR two additional Forums or Divisions).

Consecutive yrs of Membership	Dues Discount
10-19	25%
20-29	50%
30+	100%

### UNEMPLOYED?

If you have been a member (Full, Senior or Fellow) and have consecutive years of membership, ASQ HQ will discount your basic dues. You must be unemployed for at least 90 days and be seeking work. Retired and self-employed members are not eligible.

You may participate for a maximum of 2 years per lifetime. An application is required for the second year.

<http://asq.org/members/account/unemployment.html>

Don't forget to check [www.asq.org](http://www.asq.org) at **Careers in Quality** as part of your job search.

Consecutive yrs of Membership	Dues Discount
1-4	50%
5 or more	100%

## REGIONAL ACTIVITIES

### 10<sup>TH</sup> ANNUAL SOUTHERN CALIFORNIA QUALITY CONFERENCE

(Workshop on November 3<sup>rd</sup>, 2017; Conference on November 4<sup>th</sup>, 2017)

**QUALITY → POWER \* IMPACT**

*Grow Your Influence In the Profession, Throughout The Organization,  
and Around The World*

Use your ASQ member number as the Code during registration.

Ticket Type	ASQ Members	Non-ASQ Members	Students/Unemployed
Super Early Bird (till Jun 30)	\$80	\$100	\$50
Bird (till Aug 31)	\$90	\$110	\$50
Regular (till Oct 31)	\$100	\$120	\$50
At the Door (till Nov 4)	\$130	\$150	\$50

## 2017 Member Leaders

Position	Member	Position	Member
Section Chair*	Jamie Marks	Student Branch Counselor	Jun Yeon Lee
Past Chair	Ernesto Zepeda	Education Chair	OPEN
Treasurer*	Paul Buckley	Internet Liasion	Brian Buss
Secretary*	Carole Elm	Recognition & Awards Chair	Berney Lelles
PAR Chair	Carole Elm	Newsletter Editor	Carole Elm
Audit Chair	Lisa Strawn	Arrangements / Programs Chair	Gabriela Thomas
Membership Chair	Ana McManama	Engineer Council Liaison	Elijah Stiny
Voice of the Customer (VOC) Chair	William Nguyen	Recertification Chair	Mostafa Gorgzadeh
Nominations Chair	Kim Bergin		

\*Elected leaders