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Section Addresses:

Website:

my.asq.org/communities/home/244

Email:

asq0704contactus@gmail.com

ASQ National:

1-800-248-1946

Section Mission:

- Foster personal and professional relationships, connections, collaboration, and sense of belonging.
- Equip our community of practice with the skills, competencies and knowledge that enhance personal & professional growth and organizational success.

Section Vision:

To be THE community of choice providing professional development focused on creating & sustaining a culture of Quality that embraces engagement, excellence and innovation to consistently deliver satisfying customer experiences.

Chair's Message - February 2022

by Robert 'QualityBob' Mitchell

Greetings fellow ASQ Phoenix Section members! You were probably expecting to hear bits of insight, wisdom and perspective from our recently elected Section Chair, Jim Steele. However, with a heavy heart, Jim decided that it is in his and the Phoenix Section's best interests to step down as Chair given his workload and personal health issues. I want to thank Jim for his contributions to the Phoenix Section over the last 3 years and wish Jim and his family the very best.

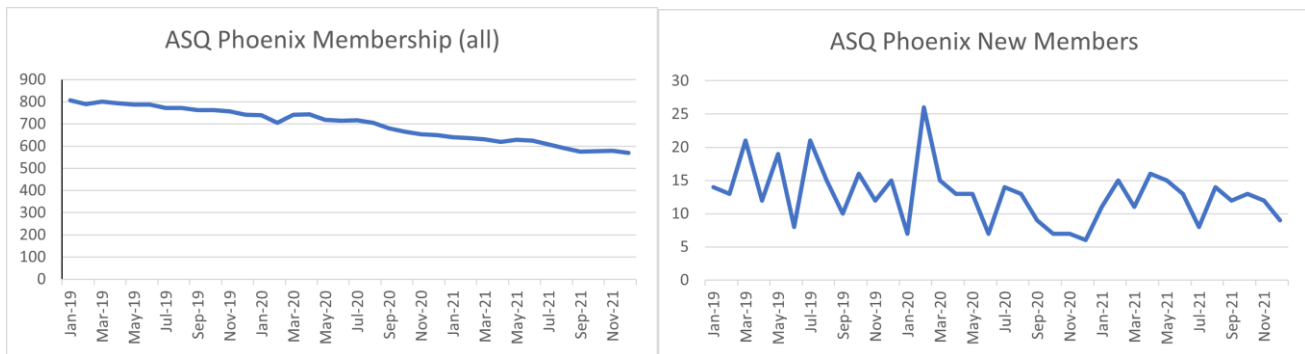
The ASQ Phoenix Section Leadership Team (SLT) developed a 3-year strategic plan in late 2019 to improve our operations, enhance the member experience, and grow the Section.

• **2020** - we focused on operations and sustainability, identifying our Key Performance Indicators (KPIs), building a Balanced Scorecard, measuring Section member satisfaction, and understanding member unmet expectations. During this time the COVID pandemic required that we quickly convert our monthly Programs from face-to-face to virtual format. The Section's agility and success were demonstrated by increased Program participation and event satisfaction scores. We enjoy Program attendance from members and nonmembers in 11 different US states and 6 or more countries.

• **2021** - the Section Leadership Team's annual strategic plan focused our efforts to co-sponsor ASQ Section and Division events, build professional association "partnerships" (i.e., build our members' toolbox), offer new short-course webinars, and enhance the virtual networking experience.

• **2022** - despite 80% member satisfaction, 93% intent to renew, and 85% willingness to recommend, our Section membership continues to decline. Of course, we recognize that for someone to be a Section member, that individual must first become an ASQ member. (Sections are assigned based on zip code). ASQ membership has been on the decline for many years, for a wide variety of reasons. Our goal on the ASQ Phoenix SLT is to focus on the things within our sphere of control. Our #1 strategic intent in 2022 is to focus on our "Most Important Number" - Growth. Both member professional growth and Section membership growth.

Official Newsletter of “The Valley of the Sun,” Phoenix, Arizona Section 0704
February 2022



Section Monthly Growth and Retention - December 2021 End of Month							
Name	Member Type	Current Count	New Counts	Renew Count	12 Month Prior Count	Growth	Retention
Phoenix Section	FELLOW	8		8	8	0.00%	100.00%
Phoenix Section	FULL	304	143	175	355	-14.37%	45.35%
Phoenix Section	ORGANIZATION				3	-100.00%	0.00%
Phoenix Section	ORGMEMBER				5	-100.00%	0.00%
Phoenix Section	SENIOR	138	3	137	154	-10.39%	87.66%
Phoenix Section	STUDENT	20	11	6	31	-35.48%	29.03%
Phoenix Section	TOTAL	470	157	326	556	-15.47%	56.29%

Call to Action: The ASQ Phoenix SLT invites our Section members to submit their thoughts and ideas on how the Section can better serve its members; what is working well; what is not working, what are possible opportunities for improvement. I have created an interactive, online, anonymous brainstorming whiteboard to capture your input. Please navigate to [Ideaboardz](https://ideaboardz.com/for/Section%20Growth/4311542) at <https://ideaboardz.com/for/Section%20Growth/4311542> to submit your thoughts in each of the three columns. Click on the green + symbol in the section title to add a suggestion. If you see an idea that you like that someone else already posted, please click on the '+' icon in the lower-left corner of the note to register your approval.

Call for Nominations – 2022 Chair-Elect

With Jim Steele's departure, I have volunteered to extend my term as Section Chair for a 3rd year. However, the ASQ Phoenix Section now needs to find a willing, capable Chair-elect, for the balance of 2022 who will then serve as Section Chair in 2023. ASQ member units (Sections and Division) present a unique opportunity for quality professionals to develop and enhance their leadership skills in a safe, supportive environment. Demonstrated leadership in the local Section is a great way to showcase your readiness for career advancement to your employer. As the Section Chair-elect, you will be onboarded and groomed during 2022 to build your confidence and experience in a volunteer-led, not-for-profit organization of your peers (and a great bunch of people committed to quality). You will also earn ASQ RUs for committee participation.

Nominations for Chair-elect are open through February, with an election (if needed) in March.

Please send an email to asq0704contactus@gmail.com or to rhmitchell@memberleader.asq.org with your name, contact information, and background if you are interested in participating on the 2022 & 2023 Phoenix Section Leadership Team.

February 10 Monthly Program (6:00pm-8:00pm MST)

Presenter: Steve Zylstra

Topic: Join the Arizona Technology Council to Connect with AZ's Thriving Technology Ecosystem

Abstract: Steve Zylstra, President and CEO of the Arizona Technology Council (AZTC) will discuss the Council's mission and vision for supporting the growth of science and technology companies of all sizes across Arizona. As the leading networking association for technology companies in the Grand Canyon State, AZTC hosts around 150 events annually that educate executives and business owners on topics like clean energy, blockchain, broadband, cybersecurity, optics and photonics and much more.

AZTC advocates for a technology-based, pro-growth and business-focused agenda at the federal, state and local levels. Each year, AZTC publishes a comprehensive Public Policy Guide that showcases AZTC's legislative priorities. In 2022, AZTC is focused on creating an equitable statewide STEM ecosystem, advancing clean energy initiatives, funding education from preschool through graduate school, and a variety of other pressing issues that are critical for Arizona's continued success.

Come learn how ASQ Phoenix Section members can benefit from AZTC's publications and events.

See the Zoom registration link elsewhere in this Sun Dial newsletter and in the Program event announcement on our myASQ community website (News post and Events calendar).

myASQ Jobs Board

Have you subscribed to the Phoenix Section's myASQ community yet?

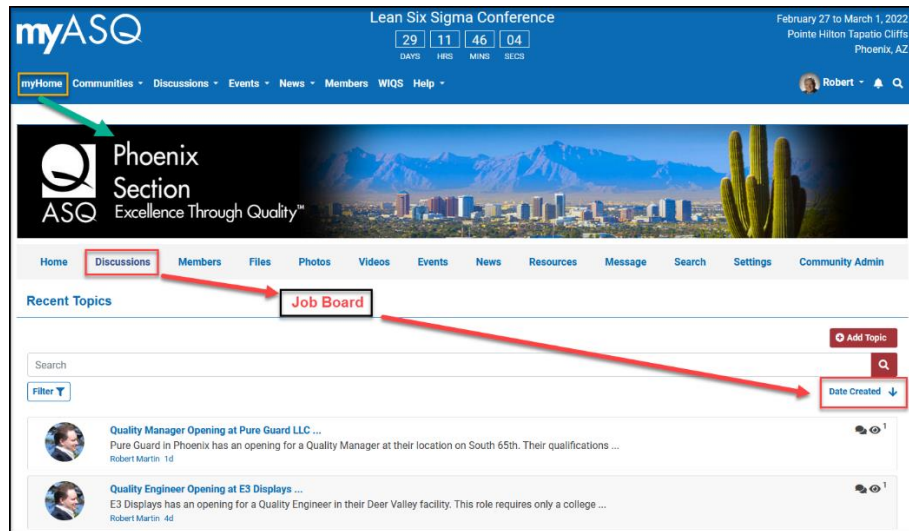
Have you downloaded the ASQ smartphone app (from Apple Store or Google Play)?

Join the ASQ Phoenix Section's myASQ community (my.asq.org/communities/home/244) by creating your myASQ profile. You will need to use your ASQ.org credential to log in to myASQ. Your ASQ profile will automatically be copied to your myASQ account. This will provide you full access to the Section and Division myASQ websites of which you are a paid member.

The ASQ Phoenix myASQ community site hosts an abundance of news blogs, a calendar of events, and free file uploads/downloads, including the Sun Dial newsletter, and Program speaker handouts and presentations. The "Discussion" page hosts a Jobs Board where members can post and view available job openings in the greater Phoenix area and Arizona. Over 14 new job posts were submitted in January 2022. Private messages can be sent to other Section members via myASQ.

Official Newsletter of “The Valley of the Sun,” Phoenix, Arizona Section 0704 February 2022

A member can set their own myASQ email notification preferences by topic and frequency. Whereas the Sun Dial newsletter offers a snapshot view of the Section once per month, and is a “push” communication delivered via email for those who opt into receiving ASQ emails; myASQ is updated frequently as new content becomes available and is “pulled” by the member at his/her convenience. Get all the latest and greatest Section news via myASQ.



Wrap-Up:

As always, the Phoenix Section Leadership invites and welcomes your input to improve the Section member experience. Please let us know how/where we can improve our operations and deliverables. Feel free to contact the Section Leadership Team (SLT) at asq0704contactus@gmail.com.

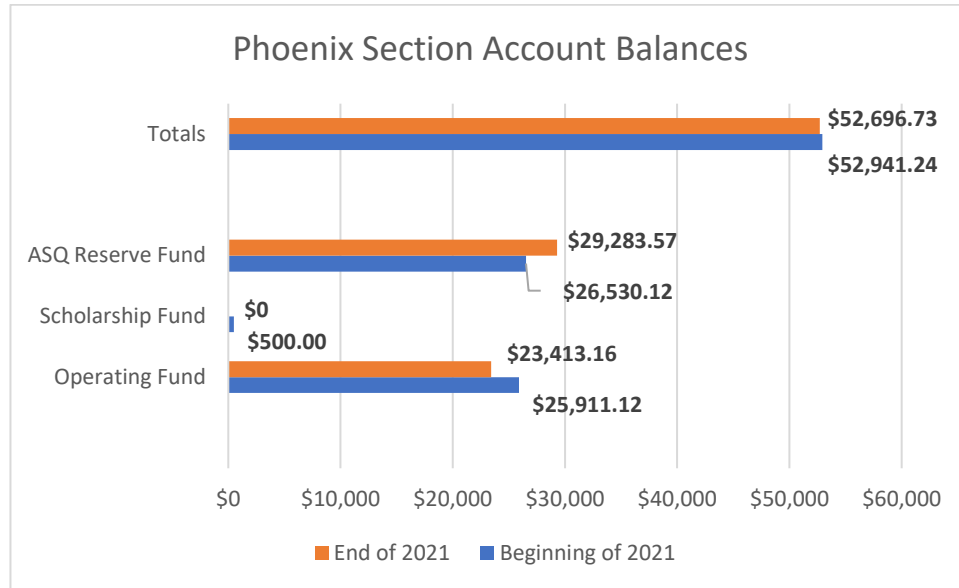
I look forward to hearing from you at our **February 10, 2022**, Zoom-delivered Program.

“Stay healthy, Stay connected, and Seek continual improvement”



Cheers,
QualityBob

From the Desk of the Treasurer
Annual Report on Section Account Balances



ASQ Phoenix Section Program Schedule
First Quarter 2022

Contact us to recommend a speaker, program, topic or workshop. Meeting topics are subject to change. Check our myASQ [website](#) for the most up-to-date information.

Month	6pm – 8pm (MST), 2 nd Thursday
February 10, 2022	Arizona Technology Council Steven Zylstra, President and CEO of the ATC
March 10, 2022	ASQ Membership XL: Level Up, Sustain the Gains, and Evolve Daniel Zrymiak, ASQ & RST
April 14, 2022	Talent Development and the Excellence Engine: Lessons Learned from Non-Profit Leadership in a For-Profit World Austin S. Lin, Google & Previous ASQ President
May 12, 2022	Change Management Tina Agustiady, JP Morgan



**ASQ Phoenix Section
Professional Development Program Meeting**

ASQ Phoenix February 10, 2022, Program Meeting

6:00pm – 8:00pm (MST)

AGENDA: All times are Phoenix (MST):

- 6:00 pm - Networking
- 6:30 pm - Welcome & Announcements
- 6:45 pm - Guest Speaker Presentation
- 7:45 pm - Q&A
- 7:55 pm - Wrap-up
- 8:00 pm - Adjourn

SPEAKER: Steve Zylstra



TOPIC:

Join the Arizona Technology Council to Connect with AZ's Thriving Technology Ecosystem

BIO:

Steven G. Zylstra serves as president and CEO of the Arizona Technology Council, a role he assumed in December of 2007. He is responsible for strategy, development, operations and accomplishment of policy development, business goals and objectives and all financial matters related to the Council.

Zylstra is a leading advocate for improving science, technology, engineering and math (STEM) education. Also a vocal spokesman for the value technology can provide in raising social and economic standards in Arizona, he was named in 2016 as "Leader of the Year, Technology," by the Arizona Capitol Times, a "Most Admired Leader" by the Phoenix Business Journal, and "Executive of the Year" by the Arizona Society of Association Executives (AzSAE).

From 2000 to 2007, Zylstra served as president and CEO of both the Pittsburgh Technology Council and Catalyst Connection. He concurrently served as president and CEO of the Pennsylvania NanoMaterials Commercialization Center and the Doyle Center for Manufacturing Technology, both technology-based economic development (TBED)-focused organizations. Additionally, Zylstra was president of the Pittsburgh Biomedical Development Corporation, an affiliated organization of the Pittsburgh Technology Council that invested in start-up biomedical and biotechnology companies.

Zylstra holds a bachelor's degree in automotive engineering technology from Western Michigan University. In 2011, he was awarded an honorary doctorate of science in technology from the University of Advancing Technology.

About AZ Tech Council:

The Arizona Technology Council is Arizona's premier trade association for science and technology companies. Recognized as having a diverse professional business community, Council members work towards furthering the advancement of technology in Arizona through leadership, education, legislation and social action. The Council offers numerous events, educational forums and business conferences that bring together leaders, visionaries and community members to make an impact on the technology industry. These interactions contribute to the Council's culture of growing member businesses and transforming technology in Arizona. To become a member or to learn more about the Arizona Technology Council, please visit www.aztechcouncil.org.

ABSTRACT:

Join Steve Zylstra, president and CEO of the Arizona Technology Council (AZTC) to learn more about the Council's mission and vision for supporting the growth of science and technology companies of all sizes across Arizona. As the leading networking association for technology companies in the Grand Canyon State, AZTC hosts around 150 events annually that educate executives and business owners on topics like clean energy, blockchain, broadband, cybersecurity, optics and photonics and much more.

In addition, AZTC offers an association health care plan, multiple-employer 401(k) plan, discounted tuition for degree programs at certain in-state educational institutions and much more. These offerings equip member organizations with the knowledge, resources and community to expand their capacity. AZTC also advocates for a technology-based, pro-growth and business-focused agenda at the federal, state and local levels. Each year, AZTC publishes a comprehensive Public Policy Guide that showcases AZTC's legislative priorities. In 2022, AZTC is focused on creating an equitable statewide STEM ecosystem, advancing clean energy initiatives, funding education from preschool through graduate school, and a variety of other pressing issues that are critical for Arizona's continued success.

ASQ Phoenix section members are invited to attend this informative session and consider joining the AZ Tech Council, as well as learning how ASQ Phoenix and AZ Tech Council can partner to promote each other's events to their respective members.

Zoom Registration Link:

We will be using **Zoom** for the Feb 10, 2022 Program meeting.

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZAuc--sqj0pEtL3RRlweAwlypAHyvcQ8TBs>

After registering, you will receive a confirmation email from Zoom containing the actual meeting link and information about joining the meeting, as well as the option to save the event details to your calendar. **Save the confirmation email with the meeting JOIN button.**

For latest details visit my.asq.org/communities/home/244





LEAN AND SIX SIGMA CONFERENCE

FEBRUARY 27 – MARCH 1, 2022
Pointe Hilton Tapatio Cliffs, Phoenix, AZ

About

The 2022 Lean and Six Sigma Conference will be a fully live event, delivering a rich experience this unique event has cultivated for more than two decades. Get equipped with insight and inspiration and to learn how to align lean and Six Sigma principles with digital, technological, and organizational initiatives.

The 2022 agenda addresses myriad facets of these essential methodologies, and will feature peer-driven content addressing:

- The application of Lean and Six Sigma in specific, real-world scenarios
- The increasing use of and expectations surrounding digitalization
- Emerging Lean and Six Sigma applications in the medical/healthcare community as an outcome of the global COVID-19 pandemic

Who Should Attend

For nearly 20 years, ASQ’s Lean and Six Sigma Conference has brought hundreds of quality practitioners together to learn, connect, and grow at the industry’s largest gathering. In 2022, attendees will discover new means of achieving excellence in their organizations, as thought leaders from manufacturing, healthcare, pharmaceutical, automotive, aerospace and more offer insights into innovative Lean and Six Sigma tools and methodologies.

You’ll engage with an audience of Master Black Belts, Lean Coaches, and highly skilled quality professionals, including vice presidents, directors and managers of:

Business Process
Continuous Improvement
Quality/Quality Assurance
Strategy and Innovation
Business Improvement

Operational Risk
Engineering
Operational Excellence
Performance Improvement
Training and Development

Register here: <https://asq.org/conferences/six-sigma/registration>



LEAN AND SIX SIGMA CONFERENCE

FEBRUARY 27 – MARCH 1, 2022
Pointe Hilton Tapatio Cliffs, Phoenix, AZ

ASQ Members who volunteer at the conference will receive 30% off of their registration fee. Volunteer commitments are currently scheduled in four-hour increments. Please contact Hilary Werner at the email address below to express interest.

hwerner@memberleader.asq.org

Mini Paper

Back in June 2020 in response to member feedback per the Member Experience survey the Section leadership created and filled the position of “Acquisitions Coordinator”. The responsibilities of this role are to search, solicit and vet mini papers, case studies, best practices, etc. for presentation to our members via the Sun Dial newsletter.

The following paper represents the results of an ASU Capstone abstracted final report sponsored by A New Leaf, a nonprofit dedicated to ending homelessness, domestic violence, and other community challenges by providing services. Members who are interested in sponsoring an Industrial Engineering Senior Capstone project at no cost to your company may contact the ASQ Acquisition Editor, ASU faculty Joe Juarez at joseph.juarez@asu.edu.

Turning A New LEAN Leaf

Lauralissa Godkin^{*1}, Jordan Tinsley^{*1}, Madje Wynn^{*1}, Marge Robba^{§2}, Michaela Starkey^{†§1,2}

¹School of Computing and Augmented Intelligence, Arizona State University, Tempe, AZ, USA 85281

²A New Leaf, Mesa, AZ, USA 85203

[†]Corresponding author

^{*}Co – first author [§]Co – advisor

INTRODUCTION

A New Leaf is a non-profit organization serving Arizona communities since 1971 with resources including: homeless and domestic violence shelters, affordable housing solutions, youth services, foster care, counseling, financial literacy, neighborhood economic development, workforce support, and many other community services.



Since its inauguration, A New Leaf has grown to house over 30 programs, and divided between multiple divisions (as shown above). Each division represents an area centered on the care of an individual, providing communities with the resources needed to achieve total health and well-being and its mission of “Helping families...Changing lives”.

BACKGROUND

The partnership between ASU students in their senior Capstone course project and A New Leaf aimed to break down territorial barriers (silos) between A New Leaf’s divisions. The scope of the project begins with identifying similarities in A New Leaf programs’ work-practices, emphasizing opportunities for internal referrals across the organization’s service pillars with a focus on the client-process. Activities included investigation and documentation of current client processes, identification of improvement opportunities, and high-level mapping of standardized future-state workflows for a more unified way of serving clients.

In the initial state, the client-process is that an individual or family that comes to A New Leaf seeking assistance in one of several service areas. Once served, they will either remain in that service area or will utilize that service a single-time and never engage in other services that are available to them at A New Leaf. Why? Because the programs that offer these services operate independently creating silos in

care. As a result, productivity, operational efficiency, and client experience/care are negatively impacted.

TOOLS & APPLICATIONS

Context

In the beginning, the approach to the project was to be from a process improvement perspective with a DMAIC approach. However, after conversations with the project’s sponsors, it became clear that only the define, analyze, and improve (high-level) phases would be possible to complete due to time constraints as well as the absence of measurable data collected at programs (which will be discussed later in the Results section under Recommendations).

Each member of the ASU team worked with an individual program. Taking, for example, two programs: Faith House and Autumn House, both domestic violence shelters and focused within the same division, are designated for further research. However, most of the time the programs do not correspond with each other, thus the work for each process map created is limited to that program and that program alone since they operate separately (and differently). While the process maps as a whole will help eliminate the silo-ed nature of A New Leaf, the individual process flows will be the sole focus of one program’s process.

The long-term goal is to revise client-processes throughout the entire organization to identify bottlenecks and introduce new standards. Each work stream is responsible for the investigation and documentation of their assigned programs’ current-state process flows, as part of phase 1 of the project. Phase 2 consisted of streamlining the ‘as-is’ flows into future standardized procedures. This paper reports on the Financial Coaching program.

Tools

A flowchart is the ideal mapping tool for established processes that need standardization as well as optimization. It helps visualize the process in a way that facilitates the identification of improvement areas, and it is exactly what this project required. To achieve the goals of the project, flowcharts mapped the client-processes of each program, the team utilized Lucid Chart (online flowchart tool) to create standard flowcharts for each program. As a collective team, the ASU team and A New Leaf created the standardized legend (Figure 1) to move forward with charting each program.

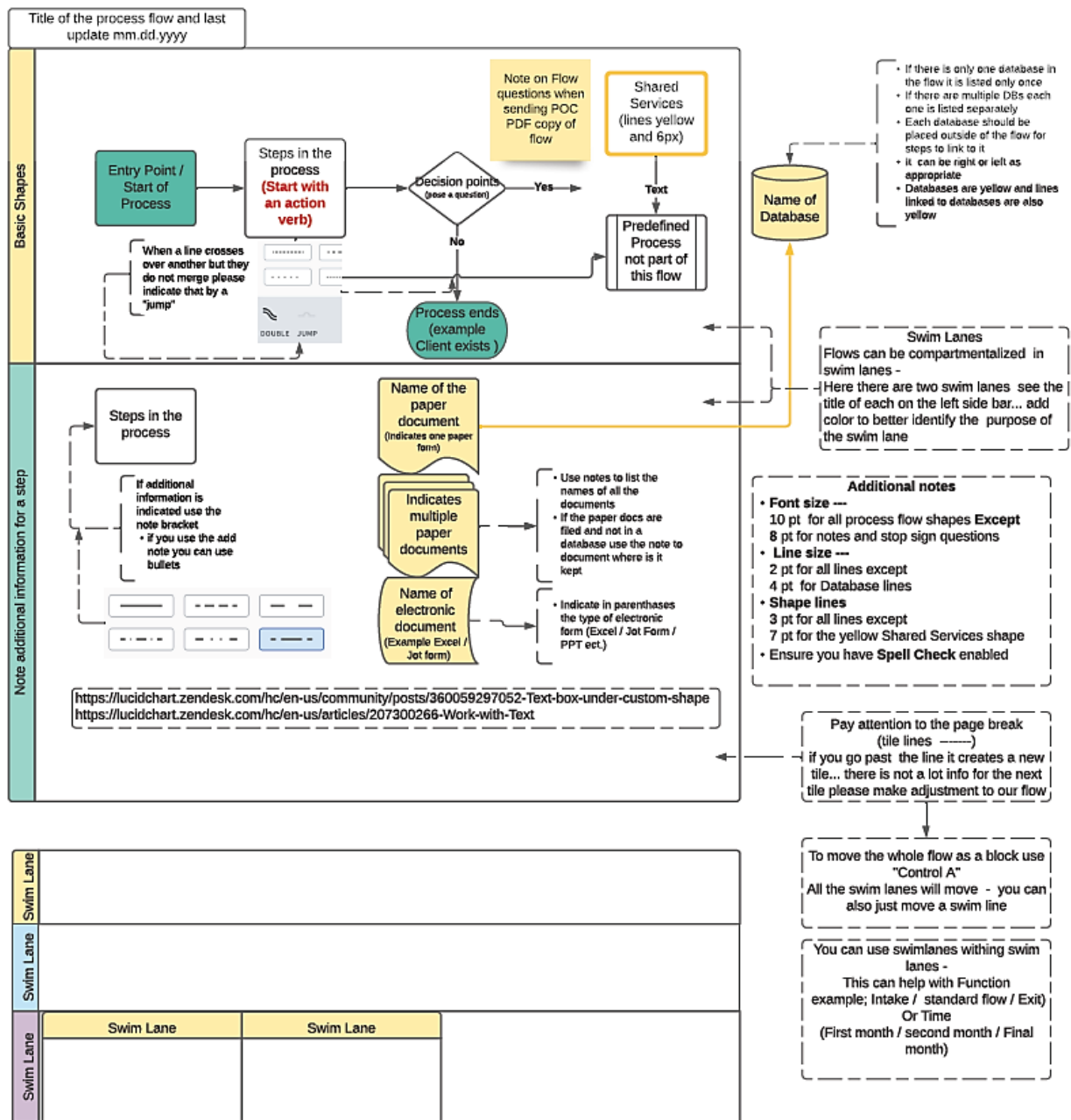


Figure 1: Visual Process Flow Legend

As shown in Figure 1, the icons used in developing the standardized flows are specific to what is used in the organization; from databases to the decisions made within each process, and also documentation during paper-processes. Additionally, swim-lanes were used to highlight the main phases of the client-process to stress where the entry-point is for each program. This is to be incorporated in the creation of a coordinated single entry-point for clients. The single entry-point will capture clients during an initial intake to ensure their needs are fully documented so they can receive all

services necessary internally, as well as to track their movement through the programs from intake to discharge or through on-going support. Every legend can be different depending on the intended use, though Figure 1 was utilized for every flow created thus far with A New Leaf. It is also important to note that the overall concept of flowcharts and process-oriented projects was new to the organization, so setting the standard from the project’s onset (i.e., using the legend when creating the flows) was crucial to the success of the project’s goal.

Additional tools used during the project varies. The data collected by the team was in various document formats including Excel spreadsheets, client forms, and employee templates. Only documents that aided in the understanding of the program’s responsibilities made the process flows. The main objective in the investigation portion of the flowcharts was in creating a standardized list of interview questions to ensure at least the baseline information from each program.

Applications

The many moving parts involved in operations makes achieving excellence challenging, but not impossible. The human-factor is generally one of the main sources of variation in operations, and A New Leaf is no exception, especially when many of their clients are in crisis and that looks different depending on client needs. That is why standard operating procedures (SOP) and other process control tools are necessary implementations to mitigate as much variation as possible in day-to-day operations. Moreover, with the acquisition of other agencies, at A New Leaf over the past 50 years, and the improperly crafted integration strategies, the organization is vulnerable to all sorts of disparities.

In this project, A New Leaf intends to reshape the culture of their organization by introducing continuous process improvement as an integral part of their operations. This ambitious move will put the organization on the road to operational excellence. For the project to be, successful, more time spent in the crucial project management-planning phase.

Next, team members assigned to programs and respective process point-of-contacts introduced; information collection can start. This task involves interviewing the point-of-contacts (POC) who perform the process daily and documenting the process as they describe it. Although traditional flowcharts are to observe the process over a period of time and record the flow in-person, due to the global pandemic and the programs being client-facing, it was determined that the physical observation of the process is not possible. However, interviews conducted by the ASU team provided enough insight to produce an accurate ‘as-is’ process flow. The plan is to model the process as it is currently performed (current-state), to make improvements where needed, then to create future-state processes. The challenge in starting with the ‘as-is’ process lies in navigating through the versions of the flow recorded from different staff to obtain a generalized flow that is truly representative of the process. Some versions are truly ‘as-is’, but others are more ideal, subjective to the staff member interviewed.

As mentioned in the Context section above, the focus will be to highlight the Financial Coaching program to highlight the work conducted and the results of the future-state process of that program – in short. The method to developing the process flow diagram started with interviewing the POC for each assigned program to get an overview of the responsibilities of the program. Interview notes organized in an Excel file with columns to identify if a task involves the client, a document and if that document is electronic or on paper, whether it was a process or a decision point and any other notes that given by the point of contact about the process flow.

The next step was to create the first draft of the process flow. Weekly meetings took place to continually redefine the process flow, each week adding the notes to the Excel file and updating the process flow until the POC validated the flow to be complete and accurate (see Figure 2).

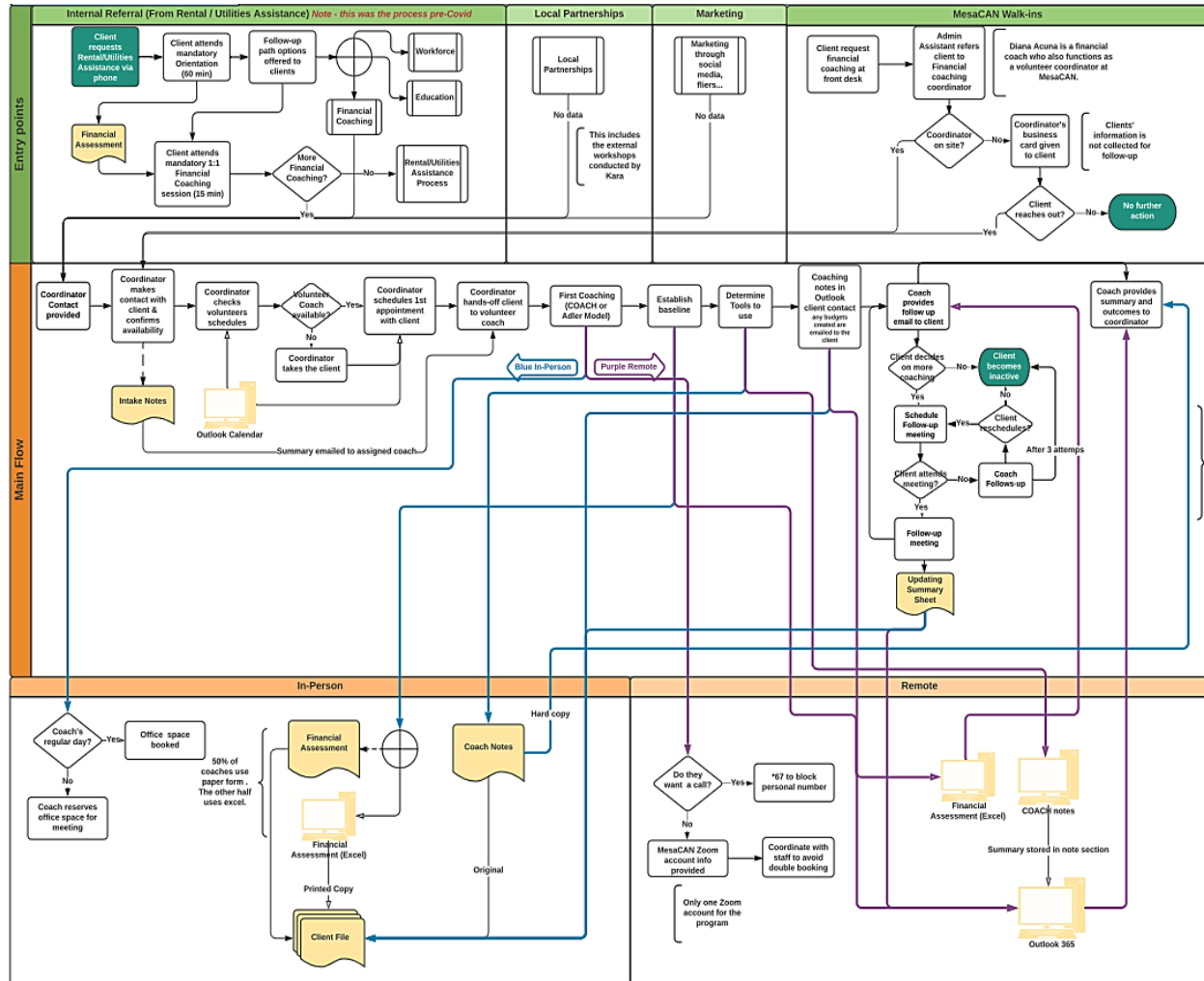


Figure 2: Current State Process Flow – Financial Coaching

RESULTS

It is important to note that since having a process-oriented mindset is new to A New Leaf, data collection as part of the day-to-day operations is not a common practice (as mentioned in the Context section). Data gathered unconventionally through receiving and uploading documents applicable to the process flow, as well as gathering estimated percentages of certain aspects within each process from the POCs. For some programs, administrative supervisors were able to produce actual percentages of process occurrence and documented within the process. This data focuses solely on the current-state process flows created for A New Leaf and therefore acts as the primary result of those current-state flows. The data correlated to whether a process should or should not continue allows the agency to

focus their efforts on increasing the number of clients achieve total health and well-being, but also help the organization achieve their outcomes.

Utilizing process flows that describe the process qualitatively through descriptions, as well as quantitatively through estimated/actual data, allows A New Leaf to reach more people overall by increasing the throughput of its clients. Future-state prior to implementation is planned for the upcoming year (see Figure 3).

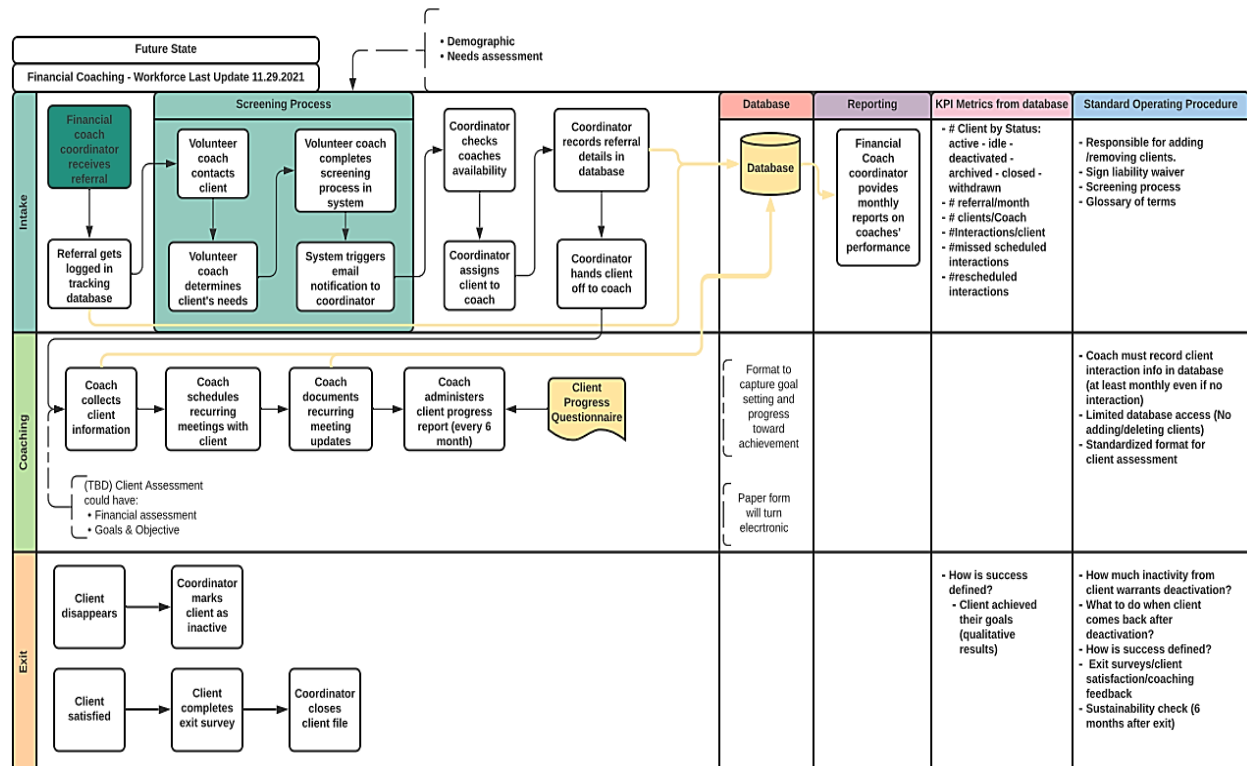


Figure 3: Future State Process Flow – Financial Coaching

RECOMMENDATIONS

After mapping the process flows for seven programs, the following opportunistic made the overall recommendations.

- Introduce KPIs
- Implement SOPs
- Improve Change Management Procedures

ASQ TV episodes on YouTube

<https://www.youtube.com/user/ASQhq>



Quality News Today

ASQ brings you quality-related news from around the world. Subscribe to the [QNT Weekly e-newsletter](#) to have the week's top headlines delivered to your email inbox each Friday. Click on the hypertext links to learn more.

January 1-31, 2022

[Monitoring and Root-Cause Diagnostics of High-Dimensional Data Streams](#)

[Optimal Design Subsampling from Big Datasets](#)

[Management Standards and Institutional Influence: An Exploratory Study Using the Baldrige Criteria](#)

[A Stakeholder View of Quality Management and CSR Through Feminist Ethics](#)

[A Strategy for Prioritizing Farming Practices Under Variable Weather Conditions](#)

[ASQ Member Leaders are NICER](#)

[Using Simple Linear Regression for Instrument Calibration?](#)

[Quality in Additive Manufacturing](#)

[Waste Away](#)

[Standard Issues: A Foundation for Sustained Success](#)

[Lessons From A Guru](#)

ASQ Phoenix Section on Social Media

- LinkedIn <https://www.linkedin.com/groups/153759/>
- Facebook <https://www.facebook.com/groups/881240462022723>
- Instagram <https://www.instagram.com/asqphoenix/> (asqphoenix)
- Twitter <https://twitter.com/asqphoenix> (@asqphoenix)
- Gmail asq0704contactus@gmail.com

ASQ Phoenix Program Meeting Recordings

The following monthly Program meeting recordings are available on [ASQ Phoenix's YouTube Channel \(ASQ YouTube\)](#) or via the [myASQ website \(MyASQ\)](#). If you are interested in earning RUs for viewing the recordings, please send a request for your certificate(s) via email to asq0704contactus@gmail.com.

- Compassionate Leadership: The Glue that Binds an Organization Together by Anu Pujji and Jen Croenberger (February 2021)
- Scrum Agile 101 by Linda Westfall (March 2021)
- ISO/FDIS-10014:2021 – Guidance for Realizing Financial and Economic Benefits by Govind Ramu (April 2021)
- An Innovative Approach to Engage and Align Employees to What's Most Important by Lee Benson and Cyndi Laurin, PhD (May 2021)
- Quality in 2030 by Amitabh Saxena (June 2021)
- Seven Failure Modes by John Lindland (July 2021)
- Resumes, Cover Letters, Interviewing, and Negotiating by Linda Baugh (August 2021)
- Agile Lean Six Sigma by Jay Arthur (September 2021)
- LinkedIn Profiles and Professional Networking by Linda Baugh (October 2021)
- Lean Six Sigma in Industry 4.0 and Smart Manufacturing by Dumidu Ranaweera (November 2021)
- Quality in Forensic Science by Hilary Werner (December 2021)
- Enterprise Quality Performance – “A Turnaround” by Ricardo Martinez (January 2022)



ASQ Phoenix Section 2021 Executive Committee

Position	Officer Name
Elected	
Section Chair elected 2-yr (2022-2023)	Robert Mitchell
Secretary elected 1-yr, renewable	David Gibson
Treasurer elected 2-yr (2022-2023)	Hilary Werner
Chair-elect elected 2-yr (2022-2023)	N/A
Immediate Past Chair (2020-2021)	Robert Mitchell
Appointed	
Acquisitions Coordinator	Joseph Juarez
Audit Chair	Jennifer Kirsten
Arrangements co-Chair (Off-site duties)	Amrish Patel
Arrangements co-Chair (On-site duties)	Kellie Kelley
Education Chair	Pat Olstad
myASQ Administrator	Robert Mitchell
Membership Chair	Gabe Baez
Newsletter Editor	Hilary Werner
Nominating Chair	Robert Mitchell
Placement Chair	Robert Martin
Publicity / Outreach Chair	John Choate
Programs Chair	Vic Nanda
Scholarship Chair	Natalie Wong
Section Mentor	Timothy Lane
Social Media Coordinators	

**Official Newsletter of “The Valley of the Sun,” Phoenix, Arizona Section 0704
February 2022**

<ul style="list-style-type: none">• Facebook, Instagram, Twitter• LinkedIn	<ul style="list-style-type: none">• Robert Mitchell• Dave Calvert
Special Projects (2022 LSSC TPC)	Hilary Werner
Student Branch Liaison	Rachael Shagott
Voice of Customer Chair	John Lindland

About “The Sun Dial” Newsletter Editor (interim): Robert Mitchell Tel: 651-270-2452 email: mailto:rhmitchell@memberleader.asq.org Closing date for the newsletter is the 30th of each month for the next month’s issue. Information and advertising must be submitted in a timely manner to ensure timely delivery.	Advertising Rates		
	Size	Single Issue	3 or More Consecutive Issues
	Business card	\$25	\$20 per issue
	¼ page ad	\$50	\$45 per issue
	½ page ad	\$100	\$90 per issue
	Full page	\$200	\$175 per issue



**Phoenix
Section**
Excellence Through Quality™