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Assignable Causes

ASQ SECTION 0911

FEBRUARY 2010 SECTION MEETING

ASQ-APICS-NAPM JOINT MEETING:

“HUMANA: A Perfect Service Journey Using the Disney Model”

Will LaFollette, CQE

Thursday, February 18, 2010
Ramada Inn Conference Center
2143 N. Broadway, Lexington

5:30—6:15 pm	<i>Registration</i>
6:00—7:00 pm	<i>Dinner (\$15)†</i>
7:00—8:00 pm	<i>Presentation</i>
8:00 pm	<i>Door prize drawing</i>

Dinner Menu: Chicken Breast, Roasted Red Skin Potatoes, Confetti Corn, Chocolate Cake Includes salad w/choice of dressing, iced tea, hot tea and coffee.

†Dinner is optional, and is half-price for unemployed members. Please specify in your RSVP if you are coming for the presentation only.

**Please RSVP by NOON on Monday, February 15, to Mark Shirley
(859-771-0291, chiefwoody@roadrunner.com)**

About our Presenter

Will LaFollette, CQE Program Manager, Humana

William LaFollette has over 20 years experience as an Industrial/Quality Engineer, Organizational Excellence Director, Operations Leader and Production and Inventory Control manager. Will is active in the American Society for Quality (ASQ), is a Certified Quality Engineer and has served on its Editorial Review Board. He is also a Past Regional Councilor for the Healthcare Division and currently serves on the ASQ Board of Directors as a National Director (7th year).

Will is to speak at a high level as to what his team does and how Humana drives operational excellence. Will will focus on how Humana looked at the economy and industry and identified the need to adapt to ever changing times and created a Perfect Service mindset.

Summary of Last Month's Meeting

Our January 2010 Section meeting was held on Saturday, 1/16, at the Beaumont Library. The topic was "Practical Approaches to Root Cause Analysis", presented by Joe Wieland of J. Wieland-Consulting, LLC, and Jack Hamilton of Eagle Registrations, Inc. This 2.5-hr seminar was attended by 24 members.

Mr. Wieland said that Corrective Action Plans and Root Cause Analysis are among the leading areas of frustration in managing a Quality Management System. During the workshop, he presented tools that help make organizations more effective at problem-solving, customer satisfaction, and therefore profitability. The tools were the "8 D's" and "5 Why's".

The 8 D's are "8 Disciplines" that originated during World War II with Military Standard 1520 (see Wikipedia and other Google hits).

- D1: Use a team approach, with a small, cross-functional team led by a problem solving investigator ("PSI")
- D2: Describe the problem, using perceptions and data gathered from those knowledgeable about the problem.
- D3: Implement temporary fix(s) – "stop the bleeding on the way to surgery"
- D4: Conduct the root cause analysis, using tools such as the 5 Why's and fishbone diagrams.
- D5: Develop and verify permanent solution(s).
- D6: Implement and validate the solution(s) that address root cause and stakeholder concerns.
- D7: Prevent recurrence by informing the organization of the 8D process, the project results and developing organizational ways to maintain the project gains.
- D8: Close out the problem, celebrate and recognize team member contributions.

The 5 Why's is a problem-solving technique embedded in D4 and used to develop hypotheses for the root cause of a problem. Using the problem statement from D2, ask the question "why" until the team determines a plausible root cause of the problem that they then carry into the D5 phase. A rule of thumb is that it takes 5 "why's" to reach the root cause of a problem.

Finally, congratulations to Rob Maystead, who won the book prize (an ASQ book on Corrective Action).

Resources

Laurie Rambaud, "The Life of PHRED", www.phredsolutions.blogspot.com
Max Ammerman, "The Root Cause Analysis Handbook"
www.isixsigma.com

Job Seekers and Employers Wanted

The current economic status continues to cause companies to cut back and shed jobs. Recently, some members have made it known they are among those who have been part of employer downsizing. Your ASQ section has always been there to help members find job openings and can be a possible connection point for job seekers and employers. Job openings will be posted on the Section 0911 website (www.section911.asqquality.org), or you may contact David Hendricks (dhendricks@linkbelt.com) if you are

- a job seeker and are interested in finding a local opening—we could help you network at the monthly section meetings;
- an employer with openings, we could announce your openings during section meetings.

Also note: If you are a member/job seeker, your meal cost at meetings is half the price posted in our monthly newsletter.

David Hendricks
Placement Chair, Lexington Sec. 0911

An Invitation to Help Your Section.....

The Section would like to invite anyone interested in volunteering to accept a position on any of the standing committees as listed on the left side of page 1 of this newsletter. Each committee member or chair is awarded 1.5 RUs for each year of service. Please contact Harry Standing (859-272-8178, hstandin@hotmail.com) for more information.

EXAM or RECERTIFICATION QUESTION?

Our Examining/Recertification Chair is Darrell Gooding. You may contact Darrell at dgooding@gmail.com. OR—Mail recertification journals to:

Darrell Gooding, 4508 Deering Ct., Lexington, KY 40515
Phone: 859-552-5623

Certification Exam dates can be found
at the ASQ website:

www.asq.org/certification/dates.html

NEW MEMBERS

Mary Pope
Lindsey Wolverton



Quality is Continuous Improvement.....

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