

Saginaw Valley Quality Source

Saginaw Valley Section 1004 Newsletter

Volume 1

SEPTEMBER 2001

Dinner Meeting Notice

Date: Wednesday, September 12, 2001
Location: Broadstreet North

Agenda: 6:00 PM Social Time
6:30 PM Business Meeting
7:00 PM Dinner
7:45 PM Speaker

There will be a cash bar available from 6:00 to 6:30.

Dinner will be a buffet, which includes: Grilled Whitefish w/Ginger Sauce, Sautéed Beef tips w/wild mushrooms & demi-glace sauce, Roasted Redskin Potatoes, Stir Fry Vegetables, Sauteed Fresh Green Beans, Field Green Salad w/choice of dressing, Fresh Fruit Salad w/honey & citrus vinaigrette, Pasta salad w/fresh dill & julienne vegetables

Cost is \$17.00 for members w/reservations and \$19.00 for members and non-members at the door.

Dinner RSVP needs to be called in by **Wednesday, September 5th, 2001**. Call Barb Amberg (989) 757-4645.



Saginaw Valley Quality Source

Guest Speaker:

**Thomas I. Schoenfeldt
Schoenfeldt Services, Inc.**

Topic: Identifying Customer Requirements at the Personnel Level

This presentation will evaluate several instruments used to obtain and better define customer requirements. Examples of the use of these instruments will be discussed with the value of the results that are obtained. The examples will be from hotels, restaurants and other businesses that are end user oriented.

This process is a very important part of the requirements for the ISO 9001:2000. The evaluation instrument that is developed can lead to either good or useless data. We will be seeing examples of both.

About the Speaker:

Thomas I. Schoenfeldt is the President of Schoenfeldt Services, Inc., an international consulting firm helping companies with Supplier Management issues and Quality System Development including training and team development. With more than 30 years experience in a variety of industries in the US and SE Asia, he has a well-rounded understanding of business and how each area of a company looks at a project.

He is an active Member of the American Institute of Chemical Engineers (AIChE) and an active Senior Member of the American Society for Quality (ASQ) and a Vice Chair in the Customer Supplier Division of ASQ. He is on the Board of Directors of the Angileri Quality Institute at Madonna University, Livonia, MI. He was the Chair of the Planning Committee for Michigan Quality 2000 and serving on the committee for Quality 2001, a statewide event held annually in October. He is serving on the Board of Examiners for the Michigan Quality Council, based on Malcolm Baldrige criteria. He has a BS in Chemical Engineering from Penn State University and has continued his education both formally and informally throughout his life.

Saginaw Valley Quality Source

The following is a listing of the Executive Committee members for the 2000-2001 fiscal year. If you have any questions, please feel free to contact any committee member

Section 1004 Executive Committee 2000-2001

Barb Amberg	Section Chair	517-757-4645	Karl Eckerle	Recertification	517-758-3630
Geoffrey Withnell	Vice Chair	810-750-7600	Christine Eckerle	Section Management	517-686-9442
Mike Amberg	Treasurer	248-340-4411	Troy Rohn	Publicity	517-757-3195
Jim Galm	Education	517-757-5691	Jamie McGee	Past Chair	517-496-3322
Mike Kasperski	Secretary	517-496-7012	Ken Zimmer	Student Sections	517-757-6102
Bill Menzl	Membership	517-496-5804	Bill Menzl	On-line Chair	517-496-5804
Jerry Peterson	Programs	248-328-9788	Michele Withnell	Health Care	517-893-4504

Certified Quality Auditor Refresher Course Offered

The Saginaw Valley Section of the American Society for Quality will offer a CQA refresher course beginning on September 24th. The class will prepare individuals to take the CQA exam in December. The course will be offered at Saginaw Valley State University on Monday nights from 4:30 to 7:30 pm. It will last approximately 14 weeks. Cost is \$350 and books are included in cost. Payment is due by the second day of class. If you are interested in this class, please contact Greg Rovoll at (989) 757-3095 or email at grclassic@excite.com.

Advertising space available in this newsletter

Circulation 500 +

1/8 page	\$35.00 month
1/4 page	\$75.00 month
1/2 page	\$140.00 month
Full page	\$200.00 month

For more information about space, contact:

Troy Rohn, ASQ CQE, CQA
Delphi Automotive
Saginaw Steering Systems
(517) 757-3195.

You can visit our ASQ Section 1004 Web Page at it's new location:

<http://www.asq1004.org>

Saginaw Valley Quality Source

Saginaw Valley Section *00-01 Meeting Schedule*

September 12th *Identifying Customer Requirements at the Personal Level*
Thomas I. Schoenfeldt
Broadstreet North
Host: Mike Amberg

October 10th

November 14th

December 12th

January 9th, 2001

February 13th

March 13th

April 10th

May 8th



American Society for Quality

Saginaw Valley Section (1004)

P.O. Box 14947

Saginaw, Michigan 48601-0947