



The Inside Q

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This newsletter is published each month. The office address is:

ASQ Section 0915
The 2425 Building Suite 402
2425 U.S. Highway 41 North
Evansville, IN 47711

Distribution of this newsletter is sent by email to all members of the local section as listed by the national office.

Newsletter Chair:
Brian Wilson
asq0915newslettereditor@gmail.com

Please contact me with information that you would like to include in the next newsletter.

The local section information is located at:

Evansville/Owensboro
Section 0915 Web Site:
<http://www.asq0915.com/>

ASQ National Web Site:
<http://www.asq.org>

October Newsletter

Dinner Meeting Agenda



- DATE:** Tuesday, October 13, 2015
- TOPIC:** Rolled Throughput Yield in Healthcare Revenue Cycles
- PRESENTER:** Barb Cash
- LOCATION:** Angelos, 305 Main St, Evansville, IN (see directions on pg. 2)
- TIMES:** 5:30 pm Register & Network
6:00 pm Dinner
7:00 pm Presentation
- COST:** **\$18 per member**
- RSVP:** Please make reservations **by noon Friday, October 8th** by sending an email to Tom Watson at tom.watson@kimballelectronics.com.
- Dinner accommodations cannot be guaranteed for reservations received after the 12-noon deadline date.**

Please note:
If you make a reservation and do NOT show up, the section has to pay for your dinner!

Mission:

Promote Quality and provide value to our membership and local businesses by continual improvement of information and services, meeting content, and training/education.

In The Q- 2015

Website Updates!

Check out our Section 915 website <http://www.psci.net/asq915> for information about our section and upcoming section events, training and more.

We welcome our new members and hope to see you at a dinner meeting soon.

XXXX

Directions to Colby's Fine Food & Spirits 202 W 3rd St, Owensboro, KY 42303

Angelos, 305 Main St, Evansville, IN

From I-69 and US 41

- Take Veterans Memorial Highway west toward downtown Evansville for about 2 miles.
- Turn right on Main St. for 3 blocks.

From I-69 I 64

- Take I-69 to Lloyd Veterans Memorial Parkway, then follow the above directions.



This month's Learning Objectives:

- * Create a simplified rolled throughput yield for healthcare
- * Obtain data from an Electronic Medical Records system which will provide operating metrics for each process to be measured in the Yield calculation
- * Plan and prepare for the Kaizen event.
- * Create synergies between disparate components of the revenue cycle while pushing out cultural changes for accountability

Future Dinner Meetings

Date	Topic	Location	Presenter
11/10/2015	Dana Plant Tour,	Henderson, KY	Mike Young
12/8/2015	Your Problem Statement is the Problem	Riviera Grill, Newburgh, IN	Mike Mazu

Future Board Meetings

Location: The 2425 Building Board Room, 2425 U.S. Highway 41 North, Evansville, IN 47711
6 pm on the following dates: November 5, and December 3.

CERTIFICATION TEST SCHEDULE

Test Date: 12/5/2015

Application Date: 10/16/2015

Calibration Technician, Pharmaceutical GMP Professional, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Process Analyst, Six Sigma Greenbelt, Software Quality Engineer

Test Date: 3/5/2016

Application Date: 01/15/16

Biomedical Auditor, HACCP Auditor, Manager of Quality, Quality Inspector, Quality Technician, Reliability Engineer, Six Sigma Blackbelt, Six Sigma Yellow Belt

The dates above are for the local certification exams. Late applications have an extra \$50.00 charge. Exams are held at Ivy Tech Community College, Evansville, IN Room 259.

If you miss a test due to weather, notify the Examiner or National so that you can reschedule without losing the test fee.

Contact Cleat Smerchek at
for more information see

csmerchek@hansen-motor.com
<http://www.asq.org/certification/>



- We also now have a “members only” group page on LinkedIn. If you are a member of ASQ, you are eligible to join our group. Search for “ASQ Section 0915” on your LinkedIn page or access our group here.
 - ASQ Section 0915
 - Now on Facebook
- If you are a Facebook user, please search for “ASQ Section 0915” or go directly to our page by clicking the button above. “Like” our page and you’ll have another way to keep up with everything going on in Section 0915.

SECTION 0915 PLACEMENT SERVICE

Job Seekers - if you would like to be placed on a confidential email distribution list to be notified of job opportunities made known to the ASQ Section 0915 Placement Chair, please contact Placement Chair:

David McGan, McGan Business Solutions,
53 Dorsey St., Corydon, KY 42406

dmcgan@mcgangroup.com
270-823-2831

For national job postings, see:

<http://www.asq.org/career/index.html>

Job Providers - if you have a job opening that you would like distributed to those on the ASQ Section 0915 Placement Distribution list, send a detailed description of the job, including location, and **appropriate contact information**, to:

dmcgan@mcgangroup.com
270-823-2831

Those interested in learning more about your opportunity may then contact you directly.

RE-CERTIFICATION:

Re-certifications may be sent to:

Michael Gross
2943 Meadowland Dr.,
Owensboro, KY 42303
Smoky1001@yahoo.com
FAX: 270 730 6730

Please submit at least three weeks prior to the recertification/test dates above.

If a recertification application was due on 7/31/2014, there is a six-month grace period. Send the information to Michael Gross **ASAP** in order to retain the certification without re-testing.

Please send the information to Michael Gross ASAP to allow him time to review it and send the information to National.

Any questions can be directed to the e-mail above.

MJM Associates
Michael J. Mazu, Principal Consultant

MJM Associates are consultants in process management. Michael J. Mazu has over forty six years experience with two Fortune 100 companies (BF Goodrich and Alcoa) in applying design of experiments, statistical process control, problem solving, six sigma and lean techniques, acceptance sampling concepts, gage and process capability, measurement assurance, process management, total quality management, quality improvement techniques and quality engineering in an industrial environment. His experience has involved over 150 manufacturing plants in the United States, Canada, Mexico, Brazil, Great Britain, France, Germany, Russia, Hungary, Australia and China.

The objectives of MJM Associates are:

- To provide concentrated consulting and training to help organizations manage their processes.**
- To understand the needs of the client and custom design a consulting and training program to achieve their needs.**

**For more information, contact Michael Mazu at:
812-853-9443 (H) or 812-459-9303 (M)
pmazu@roadrunner.com
<http://sites.google.com/site/mjmassociatesinc/home>**



Evansville-Owensboro ASQ Section 915 2015 FALL (Aug.-Dec.) Workshops and Classes



Shown below is the education offerings with a brief description for the Fall 2015 (August-December) session. These details can be viewed at <http://www.psci.net/asq915/education.htm> . Please take the time to review this opportunity and if possible attend one of these training opportunities. Please pass this information onto others in your organization that you think may have an interest in these courses. If you don't see a course or topic that you have an interest in, please contact me and I will see what I can do for you.

Michael J. Mazu, Education Chair at pmazu@roadrunner.com or **812-459-9303**.

Fall, 2015 – Instructor Led Courses

Course	Total # Hours	Cost	Description
Evaluating and Interpreting Process Capability Starts Dec 12, 2015	4	\$50	The objective of this interactive workshop is to provide the individual with a working knowledge of how to evaluate a process for capability and to determine the next steps for process improvement. Topics covered will include: steps in determining process capability, performing a potential study analysis, performing a short term study analysis, performing a long term study analysis, and interpreting the results of a capability study in order to improve the performance of the process. Individuals will also be shown how to use Minitab to calculate the capability of a process and the various capability indices.
Certified Quality Auditor (CQA) Review Starts Oct 12, 2015	21	\$250	The objective of this course is to help experienced auditors become better prepared for the ASQ Certified Quality Auditor (CQA) certification examination. Class discussion will include an overview of the exam process and a thorough review of the complete CQA body of knowledge (BOK), the basis for the exam. This will offer all participants a better understanding of the basic principles and applications that will appear on the examination.
Evaluating and Gage Process Capability Starts Dec 5, 2015	4	\$50	The objective of this interactive workshop is to provide the individual with a working knowledge of how to evaluate the capability of a gage or measuring system. Topics covered will include: methods for analyzing gage capability studies, estimating accuracy, estimating repeatability and reproducibility, AIAG method, analyzing a potential study, analyzing a short term study, analyzing a long term study, and interpreting the results. Examples will be used throughout the session so that individuals can interactively participate in interpreting the results . The course will stress how to interpret the results in order to improve the measuring system. Individuals will also be shown how to use Minitab to calculate the capability of a gage and the various capability indices.

<p>Statistical Process Control (SPC)</p> <p>Starts Aug 8, 2015</p>	16	\$200	<p>The course will begin by discussing process control, the tools of statistical process control, the concepts of process variation and three common probability distributions (the normal, binomial and Poisson distributions).</p> <p>Next the course will discuss the concepts of control charts. Topics will include the basic concepts of control charts, types of control charts, planning for control charts, constructing specific types of control charts and interpreting out of control conditions. The out of control discussion will address the concept of non random patterns within the control limits and the Western Electric out of control rules.</p> <p>The course will also discuss the general concepts of capability studies, planning capability studies, methods for analyzing the results of capability studies and how to interpret and use the results of a capability study. Topics will include: Gage capability studies, process capability studies and using and interpreting capability indices (i.e., Cp, Cpk, Pp and Ppk).</p> <p>The course will concentrate on using and interpreting the various tools rather than learning and memorizing formulas. It is suggested that each individual have a basic understanding of basic statistics (i.e., averages, ranges, standard deviations, histograms, etc.) and know how to use a calculator or an electronic spreadsheet (i.e., EXCEL).</p> <p>The text is a 330+ page manual developed by the instructor and has over 100 problems.</p>
<p>Introduction To Process Management</p> <p>Starts TBA</p>	16	\$200	<p>The course will begin by discussing the concepts of process management, responsibilities of management, and a general deployment model. The course will concentrate on the significant phases of deployment. The first phase is to identify the customer and business requirements, the key performance indicators, the goals and objectives of the organization and the key processes.</p> <p>The second phase we measure the current performance of the process. In the third phase we analyze the current performance of the process to determine current control and capability of the process. In the fourth phase we develop and deploy process control in order to manage the process on an on-going basis.</p> <p>In the fifth phase we focus on improving the performance of the process. In the sixth phase is where the organization institutionalizes the process control activities to sustain the process in control and capable.</p> <p>A case study will be presented throughout the course to illustrate the various concepts and activities of process management. This course should be considered basic to immediate. A training manual with over 170 pages is included.</p>

Individual Self Paced Courses:

Course	Cost	Date and Time
Certified Quality Technician Review (all Modules)	\$75	At your convenience and all materials will be provided after paying the course fee.
Course Description	See the course description for the instructor led CQT course. Self paced courses provide the same materials but have no specific start and end dates – you do the work at a time convenient to you.	

Course	Cost	Date and Time
Certified Quality Engineer Review (all Modules)	\$150	At your convenience and all materials will be provided after paying the course fee.
Course Description	See the course description for the instructor led CQE course. Self paced courses provide the same materials but have no specific start and end dates – you do the work at a time convenient to you.	

Course	Cost	Date and Time
Statistics Review For ASQ Certification Exams	\$100	At your convenience and all materials will be provided after paying the course fee.
Course Description	See the course description for the instructor led Statistics Review For ASQ Certification Exams course. Self paced courses provide the same materials but have no specific start and end dates – you do the work at a time convenient to you.	

Course	Cost	Date and Time
Practical Problem Solving	\$50	At your convenience and all materials will be provided after paying the course fee.
Course Description	See the course description for the instructor led Practical problem Solving course. Self paced courses provide the same materials but have no specific start and end dates – you do the work at a time convenient to you.	

Course	Cost	Date and Time
Statistical Process Control	\$75	At your convenience and all materials will be provided after paying the course fee.
Course Description	See the course description for the instructor led SPC course. Self-paced courses provide the same materials but have no specific start and end dates – you do the work at a time convenient to you.	

Course	Cost	Date and Time
Introduction To Process Management NEW	\$75	At your convenience and all materials will be provided after paying the course fee.
Course Description	See the course description for the instructor led Introduction To Process Management course. Self-paced courses provide the same materials but have no specific start and end dates – you do the work at a time convenient to you.	

Note:

- (1) These courses are also available for on-site training (days or evenings). Our instructors will come to your company to train a group of 5 or more. We will customize the course to meet your needs and it will save you travel time. The courses will be provided at the above costs plus travel expenses for the instructor. Please contact M. J. Mazu for more details.
- (2) **The minimum number of individuals per Instructor Led course is 5.**
- (3) For the courses that have modules, you may sign up for all modules or you may sign up for 1 or more modules.

Questions about the upcoming courses or on-site training, please contact M. J. Mazu at pmazu@roadrunner.com or 812-459-9303.

Registration

Please check the course(s) for which you are registering (Course descriptions can be viewed at <http://www.psci.net/asq915/education.htm>).

For the courses that have modules, you may sign up for **all modules** or you may sign up for **1 or more modules**.

Please check the Instructor Led course(s) for which you are registering.

<input type="checkbox"/>	Certified Quality Engineer Review (all Modules), \$400 , starts Saturday, October 10, 2015, 8am-12 pm (8 Saturdays). The course text is instructor developed manual and handouts. (Note: CQE Exam is on Saturday, June 5, 2015).
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<input type="checkbox"/>	Certified Quality Engineer Review Module 1 , \$50 , starts Saturday, October 10, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 2 , \$50 , starts Saturday, October 17, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 3 , \$50 , starts Saturday, October 24, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 4 , \$50 , starts Saturday, October 31, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 5 , \$50 , starts Saturday, November 7, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 6 , \$50 , starts Saturday, November 14, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 7 , \$50 , starts Saturday, November 21, 2015, 8am-12 pm (1 Saturday).
<input type="checkbox"/>	Certified Quality Engineer Review Module 8 , \$50 , starts Saturday, November 28, 2015, 8am-12 pm (1 Saturday).

<input type="checkbox"/>	Certified Quality Auditor Review, \$250 , starts Monday, October 12, 2015, 6pm-9pm, (7 Mondays). The course text is the CQA Primer from Quality Council of Indiana (www.qualitycouncil.com). Each participant is responsible for purchasing their own primer. (Note: CQA Exam is on Saturday, June 5, 2015).
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<input type="checkbox"/>	Evaluating and Interpreting Gage Capability, \$50 , starts Saturday, December 5, 2015, 8am-12pm, finishes the same day. The course text is instructor developed manual and handouts.
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<input type="checkbox"/>	Evaluating and Interpreting Process Capability, \$50 , starts Saturday, December 12, 2015, 8am-12pm, finishes the same day. The course text is instructor developed manual and handouts.
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Please check the Individual Self Paced course(s) for which you are registering.

<input type="checkbox"/>	Certified Quality Technician (CQT) Review (all Modules), \$75 (with all materials)
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<input type="checkbox"/>	Certified Quality Engineer Review (CQE) (all Modules), \$150 (with all materials)
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<input type="checkbox"/>	Statistics Review For ASQ Certification Exams Review (all Modules), \$100 (with all materials)
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<input type="checkbox"/>	Practical Problem Solving (all Modules), \$50 (with all materials)
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<input type="checkbox"/>	Statistical Process Control (SPC), \$75 (with all materials)
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<input type="checkbox"/>	Introduction To Process Management, \$75 (with all materials)
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Name: _____

ASQ Member # (if a member): _____

Company: _____

Home Phone: _____

Mailing Address: _____

Business Phone: _____

City/State/Zip: _____

Email: _____

Do you have any special requirements of which we should be aware?

Make Checks Payable to Evansville-Owensboro ASQ Section 915

Send the completed registration form and payment to M. J. Mazu, 5311 Woodridge Dr, Newburgh, IN 47630

Course Cancellation Policy:

1. Substitutions can be made at any time.
2. Cancellations can be made up to the published registration deadline with no penalty. Registrants who fail to attend will be liable for the entire course fee.
3. The Evansville-Owensboro section reserves the right to cancel any course prior to the start of the course for any reason with full refund.
4. The minimum number is five (5) registrants for an advertised course. **The cutoff date for registration is one (1) week prior to the course start date.** Registrants will be notified prior to the first class if the minimum attendee requirement has not been reached.

All courses will meet at (unless noted differently):
2425 Building (Room 500 Conference Room)
Corner of Hwy 41N and Diamond Ave Evansville, IN

All Courses available to ASQ members and non-members
Questions about the courses please contact M. J. Mazu at
pmazu@roadrunner.com or 812-459-9303

ASK MIKE

The purpose of this column is to help local ASQ members better understand the Society, the local section, the philosophy of total quality management and the tools of quality by allowing section members to send or give questions to Mike. You can contact Mike by calling (812)-459-9303 or writing to 5311 Woodridge Dr., Newburgh, IN 47630 or Email to pmazu@roadrunner.com.

Q. I have been taking an on-line statistics course and I am confused between the standard deviation and the standard error of the mean. What is the difference if there is a difference?

It is easy to be confused about the difference between the standard deviation (SD) and the standard error of the mean (SEM). The standard deviation (SD) provides an indication of how far the individual responses deviate from the mean. SD tells you how spread out the responses are -- are they concentrated around the mean, or scattered far and wide? SD generally does not indicate "right or wrong" or "better or worse" -- a lower SD is not necessarily more desirable. It is used purely as a descriptive statistic. It describes the distribution in relation to the mean. SD gives one a sense of how much variability there is in the individual values that make up one single sample.

The standard error of the mean (SEM) gives one a sense of how much variability there is in the means of small samples of size n of the larger population. SEM is the standard deviation of the sampling distribution of the mean.

The standard error of the mean refers to the standard deviation of the sampling distribution of the sample mean. This distribution represents all possible sample means that could be computed from samples selected according to a specified sample size and sampling design. The standard error of the mean quantifies how much variation is expected to be present in the sample means that would be computed from each and every possible sample, of a given size, taken from the population.

The formula for the standard error of the mean is:

$$\sigma_{SEM} = \frac{\sigma}{\sqrt{n}}$$

where σ is the standard deviation of the original distribution and n is the sample size (the number of observations each mean is based upon).

As an example, assume that you measured the height of a population of 1000 people. The SD is 3.0 cm. This tells you how much individual variability there is among individuals. Now, imagine you measured the average height of ten random people. Then, imagine you measured the height of another ten random people. These mean heights would be different. How different they were would be a function of both the SD (i.e. how much individual variability there is), *and* the sample size - as you choose larger and larger groups of people, the means will deviate less. For this example, the SEM is 0.95 cm ($3.0/\sqrt{10}$). This represents how much variability there is among the 100 means.

Here are the key differences:

- The SD quantifies scatter in the data - how much the individual values vary from one another.
- The SEM quantifies how precisely you know the true mean of the population. It takes into account both the value of the SD and the sample size.
- Both SD and SEM are in the same units -- the units of the data.

- The SEM, by definition, is always smaller than the SD.
- The SEM gets smaller as your samples get larger. This makes sense, because the mean of a large sample is likely to be closer to the true population mean than is the mean of a small sample. With a huge sample, you'll know the value of the mean with a lot of precision even if the data are very scattered.
- The SD does not change predictably as you acquire more data. The SD you compute from a sample is the best possible estimate of the SD of the overall population. As you collect more data, you'll assess the SD of the population with more precision. But you can't predict whether the SD from a larger sample will be bigger or smaller than the SD from a small sample. (This is not strictly true. It is the variance -- the SD squared -- that doesn't change predictably, but the change in SD is trivial and much smaller than the change in the SEM.)

The standard deviation (SD) represents variation in the values of a variable, whereas the standard error of the mean (SEM) represents the spread that the mean of a sample of the values would have if you kept taking samples. So the SEM gives you an idea of the accuracy of the mean, and the SD gives you an idea of the variability of single observations.

Advertise in the News On Quality

- ✓ Support Section 0915
- ✓ Reach hundreds of Quality Professionals each month

Size	Approx. Size	Cost per Year	Cost per Issue
Full Page	7.5" x 10"	\$320	\$45
Half Page	7.5" x 5"	\$210	\$35
Quarter Page	3.5" x 5"	\$110	\$25
Eighth Page	3.5" x 2.5"	\$60	\$15

The ad will also appear on Section 0915 web page

NOT GETTING THE EMAIL MEETING NOTICES?

Have you moved, changed jobs, or changed your email address? Help us keep you informed of Section events and information by updating your contact information at www.asq.org. Log in and click on Change Address to update your membership record

TO CHANGE YOUR ASQ EMAIL ADDRESS:

Sign on to <http://www.asq.org>

At the top of the page, click Log-In

Type in your membership number and ID. If you don't have an account setup, fill in your membership number in both the account number and password fields.

Click on My Account and then Email Preferences. Make sure the third line

ASQ Section Communication

has the first radio button lit up. If not, select the first button.



ASQ
 Evansville-Owensboro Section 0915
 The 2425 Building
 2425 U.S. Highway 41 North - Suite 402
 Evansville, IN 47711



Position	Name	Organization	Phone	Email
Executive Committee 2015				
Section Chair	David McGan	MBS-McGan Business Solutions	(270) 823-2831	dmcgan@mcgangroup.com
Vice Chair	vacant			
Secretary	Brian Wilson	First Call Quality	(812) 618-5234	asq0915newslettereditor@gmail.com
Treasurer	Willy Zech	Kimball Electronics	(812) 634-4143	willy.zech@kimballelectronics.com
Committee Chairs 2015				
Arrangements	Tom Watson	Kimball Electronics	(812) 630-5321	tom.watson@kimballelectronics.com
Auditing	Vicki Snodgrass	Alcoa		Vickie.Snodgrass@alcoa.com
Certification	Cleat Smerchek	Hansen Corporation	(812) 385-1506	csmerchek@hansen-motor.com
Education	Mike Mazu	MJM Associates	(812)-459-9303	pmazu@roadrunner.com
Examining	Cleat Smerchek	Hansen Corporation	(812) 385-1506	csmerchek@hansen-motor.com
Historian	Jim Bakke	Allstate Tower, Inc.	(270)748-1425	Jimbakke1@gmail.com
Nominating Chair	Brian Wilson	First Call Quality	(812) 618-5234	bwilson@fcqs.com
Internet Liaison	Roger Stanley	Kimball Electronics	(812)309-3830	roger.stanley@kimballelectronics.com
Membership	Jim Bakke	Allstate Tower, Inc.	(270) 748-1425	jimbakke1@gmail.com
Newsletter	Brian Wilson	First Call Quality	(812) 618-5234	asq0915newslettereditor@gmail.com
Placement	David McGan	MBS-McGan Business Solutions	(270) 823-2831	dmcgan@mcgangroup.com
Publicity	Don Hoke	Hansen Corporation	(812) 385-1414	dhoke@hansen-motor.com
Recertification	Mike Gross	DSSA	(270) 274 2600	Smoky1001@yahoo.com
Scholarship	David McGan	MBS-McGan Business Solutions	(270) 823-2831	dmcgan@mcgangroup.com
Region 9 Representatives				
Director	Bud Newton	Alcoa	(812)-708-0077.	Bud.Newton@alcoa.com
Deputy Director	Michael Beyer	Siemens PLM Software	(513) 576-7665	michaelbeyer@siemens.com
Deputy Director	Michael Merry	AGC	(270) 792-3124	michaelemerry@att.net
Deputy Director	Mollie Brown		(812) 523-5547	molliemc2001@hotmail.com
Deputy Director	Dick McKeever		(513) 984-0047	d2quality@earthlink.net
Deputy Director	Kelly Roggenkamp	Humana	(502) 931-2797	Kelly.roggenkamp@gmail.com