

ASQ Kitchener Section September 15, 2004 Event

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Date: Wednesday, September 15, 2004

Location: **Bingemans Conference Centre, Heritage Room A/B/C**
425 Bingemans Centre Drive, Kitchener (Note: This is a new address.)
<http://www.bingemans.com> (519-744-1555)

Speakers: **Brenda M. Fisk**
Regional Director, ASQ Canada, 2003/2006
Vice Chair, ASQ Section Affairs Council, 2004/2005

Elizabeth Burns, ASQ CQE
Incoming Chair, ASQ Certification Board 2004/2006

Cost: **\$20.00** payable at the door by cash or cheque. No credit or debit cards.
ASQ members and non-members are welcome.

RSVP: **RSVP via E-mail to program@asqkitchener.org by 12:00 Noon, Friday, September 10th** in order for us to make the necessary food arrangements. **Please state** the **event** for which you are registering, your **first and last name**, the name of your **company**, and your ASQ **membership #** or identify yourself as a non-member. Registration is also available at the door but we may not be able to provide you with a meal.

Agenda:

5:00 PM	Doors Open , Cash Bar Available
5:00 - 5:30 PM	Arrival Time , Registration Desk, Networking
5:30 - 6:15 PM	Dinner, Networking
6:15 - 6:30 PM	Introduction of Section Volunteer Committee , announcements and a brief overview of this year's program
6:30 - 7:15 PM	Presentation by Brenda Fisk about ASQ Canada, an overview of the new Living Community Model, the future of ASQ and what ASQ has to offer members.
7:15 - 7:30 PM	Break , Refreshments, Networking
7:30 - 8:15 PM	Presentation by Elizabeth Burns about the purpose and benefits of certifications, the various types of certifications and the exam development process.
8:15 PM Sharp	End of Formal Presentations
8:15 - 9:00 PM	Informal Questions & Answers , Attendees are welcome to stay and Network with Brenda & Elizabeth
9:30 PM	Doors Must Close

Cash Bar: Available from 5:00 PM to 9:00 PM

Dinner: The Sandwich Builder

- assortment of breads and kaiser rolls, cheeses, lettuce, tomato and onion slices
- shaved ham, smoked turkey, roast beef, egg salad, tuna salad, salmon salad
- potato salad, pesto pasta salad and Caesar salad
- freshly brewed coffee, tea and decaffeinated coffee, assortment of cold drinks
- finger desserts

Directions: From 401 take exit 278 B (sign for Bingemans). Follow on King St. and take Hwy 8 W. to Kitchener/Waterloo. Follow on Hwy 8 W. and take Hwy 86 N. to Guelph/Waterloo. From Hwy 86 N. take Hwy 7 E. to Wellington St. E. Turn right at stop sign on to Shirley Ave. Follow until you see Bingemans' new entrance. You can also reach the new entrance from Lackner Blvd., off Victoria St. N. (Hwy 7).

Presentation Profiles:

ASQ Living Community Model: As part of the on-going discussion and Board meetings, Brenda Fisk will present a Phase One overview of the Living Community Model (LCM) or Member Model. The Phase 1 overview includes the individual categories of membership, benefits for each category, business rules, dues levels, member unit funding and measures of success.

Brenda will review the charter of the LCM stating its forward looking approach to 21st century membership model that supports ASQ's vision of making ASQ "the community of choice" for everyone who seeks quality technology, concepts or tools to improve themselves and their world. The new model ensures traditional benefits are incorporated, is forward thinking, embraces those interested in quality in non-traditional ways, and creates multiple member entry points. The measures of success for the LCM include increased member retention, increased numbers of new members in each category and increased value to members as measured by customer satisfaction surveys.

ASQ Certification: ASQ Certification is a formal recognition by ASQ that an individual has demonstrated a proficiency within, and comprehension of, a specified Body of Knowledge at a given point in time. This presentation will discuss the purpose of ASQ Certification, the benefits to organizations and ASQ members, while giving a brief explanation of each Certification.

The presentation will include a description of the Exam Development Process, with which Elizabeth is personally involved. The participation of over 50 volunteers is required in the development of each exam, so the benefits of volunteering for this ASQ activity will be discussed. This presentation will be of value to ASQ members who are curious about this designation, as well as Managers who are considering including certification in qualifications for quality field employees.

About the Speakers:

Brenda M. Fisk: Brenda Mary Fisk has 31 years of professional experience in software quality assurance/quality control and project management experience. She specializes in increasing customer satisfaction through continuous improvement, promoting in-house use of software quality techniques in day-to-day operations. Brenda's specific strengths include analytical and presentation skills, problem solving techniques, technical writing, database administration and applying quality assurance principles to day-to-day environments. Brenda has a track record of successfully completed projects.

Brenda's professional affiliation with ASQ began in 1990. In 1992 she performed the duties of Forum Committee Secretary. She served in this capacity for two years--Forum 93 and Forum 94. In 1994/95, Brenda accepted the Membership Committee Chair. Through 1996 and 1997 Brenda served as Toronto Section Treasurer. In 1999, Brenda accepted the responsibility of Deputy Regional Director South Western Ontario, the role she continued through the 2001/2002 year as a Senior member of the organization. Brenda is in her second two year term as Canadian Director (2004/06) and Vice-Chair, Section Affairs Council for Canada of the American Society for Quality (ASQ). ASQ makes a difference; Real tools; real people; real results.

Elizabeth E. Burns: As owner of E. Burns Consulting, Elizabeth has been successfully assisting manufacturing companies and service industries in implementing ISO 9000 and QS-9000 quality systems since 1990. She has also recently begun a new business in the Health and Wellness arena.

Elizabeth has been a Certified Quality engineer since 1988 and has been an active member of the Kitchener Section of ASQ since 1990, serving on the executive from that time until 1999. She has also been personally involved in ASQ Milwaukee's Exam Development Process from 1996 until the present. She is now the Incoming Chair for the Certification Board, which oversees the maintenance and development of all ASQ certification programs.