



# Palmetto Section News

September 2011

## *Letter from the Chair*

Hello ASQ Palmetto Section Members,

Here we are again, starting a new year of ASQ activities. The 2011-2012 season should be another exciting year. The executive board has once again put together another great line-up of speakers, pre-meeting training, and of course our annual plant tour. The full listing is available on our website, [www.palmettoasq.org](http://www.palmettoasq.org).

Next, I want to mention the national ASQ initiative to enhance member retention. Our membership team chaired by Sharon Bartelt has led the effort to improve our section's member retention. You can be proud that our Palmetto Section was in the top tier of all ASQ sections for member retention. Thank you for being a part of achieving that goal. Please let us know your ideas on what else we can do to improve our section.

Our dinner meetings will continue to be on the second Tuesday of each month (except for the February meeting which will be February 7), at the Holiday Inn located at I-85/Augusta Road. Please remember to RSVP in advance, via our website, [www.palmettoasq.org](http://www.palmettoasq.org).

Special thanks go out to our outgoing chair, Mercedes Bartow. Mercedes did an outstanding job in leading our section's efforts last year.

I look forward to seeing each of you during the coming year, and I hope you will make every effort to attend as many of our monthly meetings as possible.

Best Regards,  
David Roberts

### **Come join us!!!!**

Reduced Registration fee for reservations made by 5:00 PM on the Thursday prior to the meeting.

Register early and help us with the planning.

**Register on-line** at [www.PalmettoASQ.org](http://www.PalmettoASQ.org)

**Time:** 6:00 pm--  
Networking

6:45 pm –  
Dinner Buffet Style  
7:15 pm-- Meeting

**Place:** Holiday Inn  
4295 Augusta Rd  
Greenville, SC 29605  
(864) 277-8921

**Cost:**  
\$23- Members with  
Reservations

\$25- Guests or Members  
without Reservations

\$8- Students / Retirees

\$150- for full year in  
advance.

## 2011-2012 Schedule:

Date:	Topic	Speaker
Sept. 13	Speed Networking	Eric Hayler
Oct.11 *	GE	Chris Phebus
Nov. 8	Iredell/Statesville Schools Baldrige 2010	Melonie Taylor
Dec.13	Dark Corner Distillery	Joe Fenton
Jan.10 *	Laboratory Management/ ISO 17025	John Surak
Feb 7	TBD	
Mar.13 *	Southwest Airlines	Dave Ridley
Apr.10	SCMEP Case Study	
May 8 *	SC Quality Forum	Susie Rast
Jun. 12	Spartanburg Regional Tour	
* pre meeting seminar		

### 2011-12 Board Members:

<b>Chair:</b>	<b>David Roberts</b>
<b>Chair Elect:</b>	<b>Vince Price</b>
<b>Treasurer:</b>	<b>Adam Caldwell</b>
<b>Secretary:</b>	<b>Jeff Ryan</b>
<b>Audit Chair:</b>	<b>Teresa Dupuis</b>
<b>Membership:</b>	<b>Sharon Bartelt</b>
<b>Arrangements:</b>	<b>Bob Brueggeman, Donna King, Paul Suppinger</b>
<b>Certification:</b>	<b>John Surak</b>
<b>Examining:</b>	<b>David King</b>
<b>Nominating:</b>	<b>Eric Hayler</b>
<b>Webmaster:</b>	<b>Genoa Atwood</b>
<b>Student Branch:</b>	<b>Ed Shigley</b>
<b>Database:</b>	<b>Donna King</b>
<b>Voice of the Customer:</b>	<b>Fred Sebastian</b>

Please feel free to contact us via the email addresses on the website.

# September 13 2011

## Speed Networking



Eric Hayler  
Lean Six Sigma Master Black Belt  
BMW Manufacturing  
Greer, SC

There is an ever-increasing awareness of the importance of the soft side of quality. We all love the hard skills associated with our own areas in the quality profession whether it's an audit standard, an FMEA, or a multiple regression analysis. However, good interpersonal skills are needed if any of these tools are to be effective outside of our own minds and laptops. For example, it's estimated that 50% of the skills set needed by a Six Sigma Black Belt are people related.

Just what is networking? How does one "network"? Does networking have a bad connotation? Networking is not an outgrowth of "it's not what you know but who you know". Networking is about establishing and building relationships. Networking is about involving other people in your life, whether it's related to your professional goals or your personal goals. In this session, there will be coaching on how to approach perspective new contacts and how to have a meaningful conversation that will lead to fruitful business relationships. The session will provide an opportunity to practice making business contacts in a learning environment.

Eric Hayler is a Lean Six Sigma Master Black Belt at BMW Manufacturing Co. Previously he was the Manager of BMW's Central Laboratory. Eric is a graduate of Rutgers University where he received his PhD in Solid State Inorganic Chemistry in 1989. He is an ASQ Senior Member, incoming National Director, Regional Director of Region 11A, Past Chair the Palmetto Section, founder of the ASQ Minorities in Quality network, and past member of the Board of Examiners for the SC Governor's Quality Award.

## **Important Membership information!**

All communication from your Local Section, **Palmetto ASQ** will be electronically delivered throughout the year.

It is important to keep up with current meeting schedules, job opportunities and educational seminars via our website, [www.palmettoasq.org](http://www.palmettoasq.org).

**Your contact information is on file with the ASQ National Office and our Local Section uses your email address to contact you.**

**Please be sure to update your membership status, contact information, and contact preferences by logging on to [ASQ.ORG](http://ASQ.ORG).**

*If you have forgotten your user name and password you can get help by navigating to: “Log-in Help”*

**Our National Organization offers a multitude of opportunities for training, certification, networking and career development.**

**Check out the new [ASQ.ORG](http://ASQ.ORG) home page.**