

Today, most businesses contend they are customer focused and continually striving for excellence in satisfying customer needs. However, because companies are leaner, fewer people are listening today than they were a year ago. When companies do “listen”, are they optimizing the information received relative to operational, marketing and business plan initiatives?

John Barrett, President, Priority Metrics, will speak on satisfaction initiatives that focus on the integration and alignment of the customer satisfaction data into business and operational planning. The main output of the process is a performance map that shows performance metrics based on what the customer deems important and relative to competition. The process results in actionable information and the keys areas for improvement are clearly defined and documented based upon customer input. Also, the process may be replicated at a future date to monitor progress. Implementation of a solid customer satisfaction program can yield meaningful results on two fronts – ISO compliance and targeted operational and business planning.

Notes from the Chair

Your ASQ lowcountry section is busy working on 9 events that are planned over the next 10 months of this fiscal year. We kick off this fiscal year with a dinner meeting on September 26. Details on that meeting can be found elsewhere in this newsletter. Our future plans include a social for family members, an engineer’s week banquet and a quality workshop. We are always looking for suggestions from our members on topics they would like to hear about at our dinner meetings. If you have any, please feel free to contact me or any of our board or committee members. And while I’m at it we could sure use some more help with some of our programs and activities. We currently have four juicy openings on our board. Get involved. You will not be disappointed.

Roger Dolida

Roger Dolida, PE
Chair
ASQ Section 1122

Notes from the Membership and Database chair

Would you like to receive the newsletter via email?

Do you need to change your address? Do you have a new email address?

Please go online to www.asq.org or call 1 800 248 1946 and review your personal contact information.

SPECIAL NOTICE TO ALL MEMBERS

This is for all active ASQ members that has ever considered holding a position in our Section, please review the four current vacancies displayed on the last page and consider filling one of these positions. Forward your name and contact point to our Chair or Chair – Elect.

Thank you

Recertification Contact

Here is a link to the ASQ website on recertification:

<http://www.asq.org/cert/recert/rucredits/index.html>

1 – 800 – 248 – 1946

www.asq.org

Recertification packets
should be mailed to:

If there are questions, you can also contact
The Certification Coordinator for Section 1122

David Vath
843-760-7739

vath@knology.net

DAVID VATH
3435 Farmers Market Drive
Charleston, SC 29414

Certification Exam Dates

Exam	Deadline	Exam Date	Exam	Deadline	Exam Date
CQE	Oct. 06, 2006	Dec. 02, 2006	CMI	Expired	Oct. 21, 2006
Six Sigma Black.	Expired Jan. 12, 2007	Oct. 21, 2006 Mar. 03, 2007	CSQE	Oct. 06, 2006	Dec. 02, 2006
Six Sigma Green	Oct. 06, 2006	Dec. 02, 2006	CQIA	Oct. 06, 2006	Dec. 02, 2006
CQA	Oct. 06, 2006	Dec. 02, 2006	CCT	Oct. 06, 2006	Dec. 02, 2006
CBA	Expired	Oct. 21, 2006	CHA	Expired	Oct. 21, 2006
CRE	Expired Jan. 12, 2007	Oct. 21, 2006 Mar. 03, 2007	CQPA	Oct. 06, 2006	Dec. 02, 2006
CQT	Expired	Oct. 21, 2006	CMQ/OE	Expired	Oct. 21, 2006

DON'T FORGET TO RE-CERTIFY!!!!!!

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***Improve your quality skills with courses offered by  
Trident Technical College's Division of Continuing Education and Economic Development***

The following courses are offered at TTC. The Quality web site is;

[http://www.tridenttech.edu/ce\\_1080.htm](http://www.tridenttech.edu/ce_1080.htm)

- Certified Mechanical Inspector (CMI)
- Certified Quality Auditor (CQA)
- Certified Quality Engineer (CQE)
- Certified Quality Technician (CQT)
- Six Sigma Black Belt Exam Prep
- Six Sigma Black Belt Project/Exam Prep
- Internal Auditor
- ISO 9001-2000 Lead Auditor
- ISO 9001-2000 Process Mapping
- Technical Writing for Quality

For complete information to when classes are conducted, dates, times, and tuition, please visit our web site.

**Information:**

**For more information about the  
Courses offered at TTC's Main Campus  
Or remotely, contact;  
Bill Spaulding  
843.574.6778**

**[Bill.spaulding@tridenttech.edu](mailto:Bill.spaulding@tridenttech.edu)**

**Registration:**

**Register online at;  
[www.tridenttech.edu](http://www.tridenttech.edu)  
Click on the Express link  
Register by phone;  
843.574.6152**

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Here is a short list of general websites from ASQ that may be added to your favorites;

- Quality Press Publications <http://qualitypress.asq.org>
- ASQ Standards Catalog <http://e-standards.asq.org>
- ASQ Journals [www.asq.org/pub](http://www.asq.org/pub)
- Quality Brain Teasers <http://qualitymag.com>

A couple of New Web sites that can be useful are;

<http://www.assess.biz> Develop and deliver surveys, test and exams online with Assess

<http://www.trainingregistry.com> Online Directory of Training & Consulting Resources

**CAROLINA LOWCOUNTRY ASQ SECTION 1122**  
**EXECUTIVE BOARD**  
**2006 - 2007**

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Chair-Elect.....Sue Brinson (760-1328 x 312)  
Vice Chair..... ***Vacant***  
Secretary .....Tom Anderson (873-3007 x 7105)  
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