

**Saturday**  
**April 9, 2011**

## “ASQ: The Global Voice of Quality”

**LOCATION:**

O’Callahan’s/Shilo Inn  
50 Comstock  
Richland, Washington

**8:45 a.m.** - Check in/Meet & Greet  
(with coffee)

**9:00 a.m.** – Session Starts

**12:00 noon** – Session concludes,  
followed by Lunch

**LUNCH** – Box lunches will be  
provided for those who wish to  
partake and continue discussions  
following the morning session.

Please be sure to indicate when  
making your reservation if you will  
be staying for lunch.

**NOTE:** Space is limited  
for this special meeting/training  
session –make your reservation  
soon.

For planning purposes, reservations  
must be received by **March 29**.  
E-mail [panda\\_2@charter.net](mailto:panda_2@charter.net)  
with your name, phone number,  
company affiliation, and type of  
reservation, or call Alvin at  
371-2221.

**Note:** All no shows will be billed  
unless cancelled 48 hours in  
advance.

For more information about our  
ASQ section and other upcoming  
events: [www.asq614.org/](http://www.asq614.org/)



**Chris Hayes**  
ASQ Region 6A Director

Pop quiz: What is the President’s Race to Retain?

- Working title for CBS’s next season of “The Amazing Race”
- Fitness program recently introduced at the White House
- ASQ membership retention initiative

Many of you already knew the answer, and most of you probably picked the right answer even if you don’t read every issue of Quality Progress from cover to cover or every *Friday Fast Facts* newsletter when it shows up in your email’s “In” box.

Are you new to ASQ or to our section? Are you currently in a section leadership role, or interested in becoming more actively involved in the section? What are your interests? There are many opportunities available for willing volunteers - within the local section as well as with the many ASQ divisions and forums.

Chris Hayes, ASQ Region 6A Director, will join us on Saturday, April 9, to provide an overview of some of the many activities ASQ is involved in around the world. She also plans to discuss:

- Society Objectives
- Section Operating Agreement requirements
- Quality Management Program process
- Sharepoint (for sharing documents and information)
- (and of course) President’s Race to Retain

*About Chris Hayes:* Chris is a Senior Field Engineer with the Utah Manufacturing Extension Partnership (MEP), where she has assisted Utah manufacturers in realizing over \$50m in bottom line savings. In this role, she provides hands- on training and services to numerous types of manufacturers within Utah in disciplines including 5S, Total Productive Maintenance, Value Stream Mapping, SMED, quality system implementation, standard work, as well as other kaizen driven projects. In the 20+ years prior to joining the MEP, Chris worked in the quality management field in the healthcare, manufacturing and distribution service industries. She is active in ASQ at both the regional level as Director for Region 6A and at the local level as Education Chair of the Golden Spike section. Chris holds a BSBA in Project Management with certifications as a Quality Auditor, Quality Engineer, Quality Manager / Operational Excellence, Project Management Specialist, Human Resource Development specialist, Organizational Systems Improvement Specialist, as well as bronze certification in Lean Manufacturing.

Chris was raised in Southeast Michigan, but has called Utah her home for the past 18 years. Chris and her husband live in Morgan, Utah, and have five daughters. They enjoy camping, biking, hiking, and photography as well as relaxing with a good book when the rare opportunity presents itself.