

## HOW'S YOUR TEAMWORK? Submit your team for the 2013 International Team Excellence Awards!

Argentina's Tgestiona was awarded gold-level status on May 23 as part of ASQ's International Team Excellence Award Process for implementing quality tools to improve the company's image and the service it provides to customers.

ASQ announced the winners, which included six companies that reached bronze-level status, at the World Conference on Quality and Improvement in Anaheim, California. This year marked the award program's 27th year, with 32 teams from nine countries competing for gold, silver and bronze status.

Tgestiona's Delivering Quality team, based in Buenos Aires, used Six Sigma to increase efficiencies and save the company more than \$600,000 annually. Tgestiona is part of the Telefonica Group, which also won the gold award in 2010 and 2011.

Teams that reached bronze-level status included:

- **Alcoa Inc., of Morristown, Tenn., USA** — Alcoa's Transformation to the Core team drove significant culture change, improving delivery time by 63 percent, and reducing costs by 26 percent annually.
- **Anheuser-Busch InBev, of Oklahoma City, Okla., USA** — Anheuser-Busch InBev's Liner Continuous Improvement Team reduced potential quality issues by optimizing the placement of a liner compound used to create an airtight seal on cans.
- **CSX Transportation/General Electric, of Jacksonville, Fla., USA** — CSX and GE partnered to create the Fuel Conservation Team, which documented a 6.9 percent fuel savings for its pilot trains — a reduction of approximately 390,000 tons in harmful greenhouse gases every year.
- **National Reconnaissance Office, of Chantilly, Va., USA** — The company's Media Services Center used Six Sigma to reduce production defects, increasing accuracy and generating significant cost savings.
- **Reliance Industries Ltd. Hazira, of Surat, Gujarat, India** — Reliance Industries' Mission Excellence Six Sigma team increased productivity and achieved annual savings of \$3.1 million.
- **The Ritz-Carlton New Orleans, of New Orleans, La., USA** — The location's Housekeeping Defect Reduction Project diagnosed the cause of defects, specifically missing room supplies, which reduced the cost of guest supplies by 25 percent.

No companies were awarded silver-level status.

Since 1985, more than 1,000 teams from Argentina, Brazil, Canada, China, Costa Rica, Colombia, Germany, India, Japan, Mexico, Philippines, South Korea, Singapore, Thailand, United Arab Emirates and the United States have participated in this team recognition process — the only one of its kind in the United States. Organizations such as 3M; Alcoa; Bayer; Boeing; Humana; Reliance Industries Ltd., the largest business enterprise in India; and Telefonica, a major cell phone operator in Argentina, have all showcased proven results with long-term implications, resulting in cost savings of millions of dollars.

Next year's International Team Excellence Award Process Final Round will be held at ASQ's 2013 World Conference on Quality and Improvement May 6–8, 2013, in Indianapolis, Indiana. [Intent to Submit](#) forms for the 2012-13 award cycle are due July 2, and entry materials are due September 12. For information on how to participate in the 2012-2013 International Team Excellence Award Process, or to view presentations from this year's winning teams, visit the [ITEA website](#).

## HE'S A YOU TUBE SENSATION!

ASQ 614's own Dennis Arter talks about the WCQI.  
Link up with Dennis at

<http://www.youtube.com/watch?v=DoCuMTnE3L0&feature=related>

## PRESENT AT THE 2013 WORLD CONFERENCE IN INDIANAPOLIS

Do you have a presentation that would be of benefit to ASQ members? If so, visit the 2013 ASQ World Conference on Quality and Improvement [website](#) to submit a presentation. They are looking for presentations that can integrate the conference theme with one or more of the focus areas outlined below. This is an opportunity to share best practices, successes, and proven techniques to an audience representing an array of countries, backgrounds, and industries.

2013 Conference Theme: Managing Change

Focus Areas:

- Today's Technology Landscape
- Customer Awareness
- Sustaining Results
- Globalization
- Quality Fundamentals

Additional information is available on the [conference website](#).

## REASONS TO UPGRADE TO ASQ SENIOR MEMBERSHIP

Leadership and professional achievement do not go unnoticed by ASQ. The Society offers Senior ASQ membership for individual members who represent the upper echelon of the quality profession and serve as the backbone of the Society. ASQ Senior membership rewards members with enhanced benefit selections.

Upgrading to an ASQ Senior membership has its perks, including your choice of one of the following extra benefits: one journal, two divisions, or one additional section. There are criteria to meet before becoming a Senior member - find out [what they are](#) and consider upgrading today!

Many THANKS to our outgoing officers and leadership team members:

<b>2011-2012 SECTION 614 LEADERSHIP TEAM</b>	
Section Chair (and Programs & Publicity)	Deborah Coffey
Vice Chair (Newsletter, Programs & Publicity)	Robert Boykin
Treasurer	Barbara Gillespie
Secretary	Donna Sinks
Division Liaison and Section Historian	Dennis Arter
Certification/Recertification	Howard Rew
Audit	Clark Beus
Membership Chair	John Verderber
Nominating Chair	Alvin Langstaff
Webmaster	Dennis Arter

**WELCOME to the 2012-2013 Leadership Team (effective July 1)!**

<b>2012-2013 SECTION 614 LEADERSHIP TEAM</b>	
Section Chair	Robert Boykin
Vice Chair	Jo Haberstock
Treasurer	John Fish
Secretary	Deborah Coffey
Division Liaison and Section Historian	Dennis Arter
Certification/Recertification	Steve Davis
Audit Chair	Clark Beus
Membership Chair	Steve McConaghy
Nominating Chair	Alvin Langstaff
Webmaster	Dennis Arter

## SECTION 614 MEMBERSHIP

As of June 22, 2012, we have 109 members in our Section.

## PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 614 activities and other news/information that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 15th of the month.