



Los Angeles  
Section  
The Global Voice of Quality™

# ASQ-LA QUALITY NEWS

May 2017

May 2017

## ISSUE

- Greetings
- May 10th presentation  
The Blue Shield Story
- Message from the  
Section Chair
- Dodger Flyer
- ASQ-LA Class Offer-  
ings
- CSUDH Class Offer-  
ings
- ASQ-LA 2017  
Leadership Team



### *Welcome to the ASQLA Monthly Newsletter for May*

We are looking forward to seeing you at our May 10th Member Meeting at 2nd Floor Main Conference Room at Phenomenex 2341 West 205th St. Torrance, CA 90501.

This meeting provides an opportunity to network with other Quality Professionals, learn about quality topics and earn 0.3 Recertification Units. Registration and networking starts at 5:30 PM. The meeting runs from 6:00 to 7:30 PM. Provided, at no charge; Crackers, Cookies, Coffee, Water and other food items. If you plan to attend the meeting, YOU MUST RSVP to: Chen Low 310-334-7044, pager 310-353-8293 or e-mail ChenLow\_88@hotmail.com. by Noon on Monday, May 8th, so that he can provide the list of attendees to Security. ASQ-LA is looking forward to your attendance at this month's program.

Harold Martinez  
ASQLA Newsletter Chair



# May 10, 2017 Member Meeting

## ***The Blue Shield Story***

***Presented by:***

***Matthew Harris, Master Black Belt***

Serving 21st Century California - Blue Shield Transformation –Blue Shield of California, established in 1938, is a major health plan provider in our state. Today, it is headquartered in San Francisco and serves over 4 million members through a network of nearly 65,000 physicians across the state. As a managed care, not-for-profit insurance provider in California, its mission is to create sustainably affordable care for every Californian.

In 2016, Blue Shield relaunched its Business Process Management team and established a Lean Sigma Community of Practice. This community has been using the rigor of Six Sigma and the waste free flow of Lean to realign Blue Shield with this mission. In 2016, these efforts returned \$16 M in savings, material improvements in customer experience, and entry into the market serving many of California's most vulnerable health care consumers.

Here to share this story, is Matthew Harris, Master Black Belt, and leader in Blue Shield's Business Process Management Team & Lean Sigma Community. Topics to be covered:

- Launching transformation in a system that costs too much to operate
- Building the team, community & executive support
- Inherited experience from other industries
- Building successes & learning from challenges
- What's next

### **About the Speaker**

Matthew Harris has spoken on quality leadership and innovation, enterprise architecture, and program management at many local events and the 2012 world conference in Anaheim. His involvement within ASQ extends through several years in various positions in Sacramento Section 605, including Chair, to American Society for Quality (ASQ) Director for Region 6b, responsible for Sections in Northern California, Nevada, and Hawaii.

Matthew is an innovator and quality professional with more than 25 years' experience in a variety of industries. The teams Matt has led have delivered more than \$1.5 billion in demonstrated benefits and improvements for clients and employers (examples: Blue Shield of California, Mattel, Inc., Health Net, Disney Consumer Products, California Prison Health Care Services, CDCR, DMV, CalPERS, Hoshan Group, and Robert Mondavi Wineries).





**LOS ANGELES SECTION,**

**AMERICAN SOCIETY FOR QUALITY**

**43rd ANNUAL**

**DODGER NIGHT**

DODGERS VS ATLANTA BRAVES

7:10 PM FRIDAY, JULY 21

**RESERVED SECTION**

FIREWORKS AFTER THE GAME

Tickets are \$34

Note: Any tickets not sold by June 21 will be returned

Tickets can be purchased  
from Jim Morrison at Member meetings, at 310 541-1417, or  
via e-mail at [jamamorr@aol.com](mailto:jamamorr@aol.com)

# ASQLA Chair's Message



May, 2017

Fellow quality professionals, greetings!

Congratulations on your career and your involvement and continual interest in ASQ and your ASQ Los Angeles section. Our dedicated team of volunteer leaders pool our time and efforts to maintain our organization and assure that our membership participation yields valuable experiences. This is our core mission and I am honored to be a part of it.

Terri Sena from NQA gave us a wonderful presentation at our April member meeting on lessons learned so far on the ISO 9001:2015 transition efforts. Some of our attendees also provided some great feedback. The presentation helped me realize that there are still some critical gaps in my company's transition effort so far. These valuable takeaways will surely be put to good use. Terri's presentation is available on our website [www.asqla.org](http://www.asqla.org).

Speaking of which, our section website overhaul project was approved and is now underway. We aim to unveil our new website come July of this year.

We had seventeen first-time attendees at our April member meeting and our new member appreciation stainless-steel vacuum insulated canteens were a big hit. You can see how it looks like on our website.

Stay informed, stay involved, keep voicing your feedback, and let us know if you have the passion, talent, and time to volunteer on the leadership team for our section.

Cheers!

A handwritten signature in black ink, appearing to read 'Alan Wang'. The signature is stylized with a large, sweeping loop at the end.

Alan Wang, MSQA, ASQ CQA  
ASQ Los Angeles Chair

# ASQ Section 700 Certification Preparation Courses

PREP COURSE NAME	COURSE STARTS	COURSE STARTS	COURSE STARTS
<b>CQA</b> CERTIFIED QUALITY AUDIT-	November 4, 2017		
<b>CQE</b> CERTIFIED QUALITY ENGINEER	November 4, 2017		
<b>CSQP</b> CERTIFIED SUPPLIER QUALITY	May 20, 2017	Sept 9, 2017	
<b>CMQ/OE</b> CERTIFIED MANAGER OF QUALITY / ORGANIZATIONAL	September 9, 2017	N/A	Sept 8, 2018
ASQ EXAM SCHEDULE			
CQA, CQE, CQIA, CSQE, CSSGB, CQPA, CCT, CPGP		CSQP, CMQ/OE, CQT, CQI, CRE, CBA, CHA, SSCC, MBB, SSBYB	
TESTING WINDOW	APPLICATION DEADLINE:	TESTING WINDOW	APPLICATION DEADLINE:
June 2 - 18, 2017	May 5, 2017	May 5 – 21, 2017	June 9, 2017
August 4 – 20, 2017	July 7, 2017	July 7 – 23, 2017	August 4, 2017
October 6 – 22, 2017	September 8, 2017	September 1 – 17, 2017	October 6, 2017
December 1 – 17, 2017	November 3, 2017	November 3 – 19, 2017	N/A
N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A

NOTE: Courses without five (5) students one week before the course starts will be cancelled.

Courses will be conducted on Six (6) Saturdays from 8 a.m. to 1:30 PM at the Phenomenex Training Facility, located at **2341 West 205<sup>th</sup> Street, Torrance, CA 90501**. Each course will be 33 hours in length and a certificate for 3.3 (RU) Recertification Units will be awarded.

Tuition Checks must be received before the second class. Make checks payable to ASQ LA Section 0700. Currently, credit cards are not accepted

COURSE FEES: Non-Member: \$500, ASQ Member: \$350 & Unemployed Member: **\$200**. Unemployed ASQ Members must provide evidence of unemployment status, prior to first class.

NOTE: Courses without five (5) students by the Registration Deadline will be cancelled.

Each course will be taught using a Primer, which can be brought into the exam. Primers cost (\$60 - \$80) and are available from the Quality Council of Indiana at [www.quaitycouncil.com](http://www.quaitycouncil.com).

Students are responsible for registering for the ASQ Exam prior to the application deadline. ASQ Exam Registration Fees are in addition to the class fess and are paid directly to ASQ.

**REGISTRATION:** Provide cell phone and ASQ Member Number to [Lanep@phenomenex.com](mailto:Lanep@phenomenex.com)

## Welcome to College of Extended & International Education class schedule search.

Semester: Summer 2017

Major: Quality Assurance

Program: Quality Assurance Master of Science

\* **C** = Class Cancelled \*

Click on column title **Start Date**, **End Date**, or **CRN** in order to sort by that column.

Start Date	End Date	CRN	Dept	Sec	Course Title	Units	Days	Hours	Bldg/Rm	Fee	Instructor
05/09/2017	08/08/2017	30666	QAS 511	41	Quality Function Mgt. & TQM	3.0	-	-	INT NET	\$915	P Dunahay
05/09/2017	08/08/2017	30667	QAS 513	41	Stat Qual Cntrl/Sampling	3.0	-	-	INT NET	\$915	D Dunahay
05/09/2017	08/08/2017	30668	QAS 514	41	Adv Experimental Design	3.0	-	-	INT NET	\$915	D Dunahay
05/09/2017	08/08/2017	30669	QAS 515	41	Human Factors In QAS	3.0	-	-	INT NET	\$915	J Clauson
05/09/2017	08/08/2017	30670	QAS 518	41	Quality Project Mgmt. & Prod.	3.0	-	-	INT NET	\$915	R Spencer
05/09/2017	08/08/2017	30671	QAS 527	41	Quality Measurement	3.0	-	-	INT NET	\$915	D Bourcier
05/09/2017	08/08/2017	30672	QAS 534	41	Change Management	3.0	-	-	INT NET	\$915	R Spencer
05/09/2017	08/08/2017	30673	QAS 536	41	Six Sigma Prin & App	3.0	-	-	INT NET	\$915	P Dunahay
05/09/2017	08/08/2017	30676	QAS 598	41	Directed Research	3.0	-	-	INT NET	\$915	M Krivokuca
05/09/2017	08/08/2017	30677	QAS 600	41	Grad Continuation Course	1.0	-	-	INT NET	\$150	M Krivokuca
05/09/2017	08/08/2017	30677					-	-	INT NET		



# ASQLA LEADERSHIP TEAM

## MEETING SCHEDULE

Time: 5:30P - 6:00P Networking & Dinner

6:00P - 8:00P Meeting

Location: CSUDH Extended Education Bldg. 1300

Room EE-1210

1000 Victoria St.—Carson, CA 90745

Contact: Alan Wang, Chair

(310) 383-2393 — [awang@spectrumchemical.com](mailto:awang@spectrumchemical.com)

Date: May 3, 2017

2017 Officers & Committee Chairs of ASQ Los Angeles Section 700

[www.asqla.org](http://www.asqla.org)

### **ELECTED OFFICERS 2017**

CHAIR: Alan Wang, 310-383-2393, [awang@spectrumchemical.com](mailto:awang@spectrumchemical.com)

CHAIR-Elect: Ron Lombano, 310-864-2898, [Ronald\\_A\\_Lombrano@raytheon.com](mailto:Ronald_A_Lombrano@raytheon.com)

SECRETARY: Elizabeth Rowshan, 805-405-4795 [ElizabethHires@gmail.com](mailto:ElizabethHires@gmail.com)

TREASURER: Jim Morrison, 310-541-1417, [jamamorr@aol.com](mailto:jamamorr@aol.com)

### **COMMITTEE CHAIRS 2017**

**Arrangements:** Chen Low, 310-334-7044, [chenlow\\_88@hotmail.com](mailto:chenlow_88@hotmail.com)

**Awards and Recognition:** Imre A. Fischer, 949-493-3914, [imrefische@aol.com](mailto:imrefische@aol.com)

**Certification/ Re-certification:** Joe DeSimone, 424-772-6371, [jrdesimone@msn.com](mailto:jrdesimone@msn.com)

**Communications Chair:** Rhonda Y. Hayes, 310-334-0381, [ryhayes@sbcglobal.net](mailto:ryhayes@sbcglobal.net)

**CSUDH Liaison:** Alan Wang, 310-383-2393, [awang@spectrumchemical.com](mailto:awang@spectrumchemical.com)

**Education:** Lane Parrott, 310-489-9018, [lanep@phenomenex.com](mailto:lanep@phenomenex.com)

**Financial Audit:** Michael Schaffer, 310-895-0802, [michaels@psychemedics.com](mailto:michaels@psychemedics.com)

**Job Listing:** Armen Yeghoian, 818-912-9272, [Armen2049@yahoo.com](mailto:Armen2049@yahoo.com)

**Membership:** Catherine Martin, 310-616-0936, [Catherine\\_Martin@raytheon.com](mailto:Catherine_Martin@raytheon.com)

**Newsletter Editor:** Harold Martinez, 310-214-1606, [martinez2004@verizon.net](mailto:martinez2004@verizon.net)

**Nominating Chair:** Catherine Martin, 310-616-0936, [Catherine\\_Martin@raytheon.com](mailto:Catherine_Martin@raytheon.com)

**Performance Awards and Recognition (PAR):** Jim Morrison, 310-541-1417, [jamamorr@aol.com](mailto:jamamorr@aol.com)

**Publicity & Advertising Chair:** Alan Wang, 310-383-2393, [awang@spectrumchemical.com](mailto:awang@spectrumchemical.com)

**Simon Collier Quality Award:** Jim Morrison, 310-541-1417, [jamamorr@aol.com](mailto:jamamorr@aol.com)

**Social Media:** Vjarn Pantoomvanich, 323-777-0077, [vpantoomvantich@teledyne.com](mailto:vpantoomvantich@teledyne.com)

**Voice of the Customer:** Open

**Website Chair:** Vjarn Pantoomvanich, 323-777-0077, [vpantoomvantich@teledyne.com](mailto:vpantoomvantich@teledyne.com)

**Programs Chair:** Muriel Sasaki, 562-221-0168, [Muriel@aims-online.com](mailto:Muriel@aims-online.com)