

Memphis Regional Chamber Quality Cup Team Award Winners



"Based on RIT/USA Today (America's Team Award) and Baldrige Criteria"
The Award is managed by the Mid-South Quality & Productivity Center (MSQPC) - a partnership of the Memphis Regional Chamber and Southwest Tennessee Community College, a Tennessee Board of Regents Center of Emphasis



**THE
QUALITY
CENTER**

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22 North Front, Suite 200
Memphis, TN 38103
901-543-3530
901-543-3510 (Fax)
ldale@memphischamber.com
www.msqpc.com

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2003 Applications are Online at
www.msqpc.com

Apply for the 2003 Memphis Regional Chamber Quality Cup Team Award which is co-sponsored by Memphis Regional Chamber and Southwest Tennessee Community College.

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**MSQPC - Sponsor of the
2004 Baldrige Regional Conference**

MSQPC—The Quality Center
A partnership of the
Memphis Regional Chamber of Commerce
and Southwest Tennessee Community College



MSQPC-The Quality Center

22 North Front, Suite 200
 Memphis, TN 38103
 Ph: 901-543-3530
 Fax: 901-543-3510
 www.msqpc.com

Donald C. Fisher, Ph.D.
 Executive Director

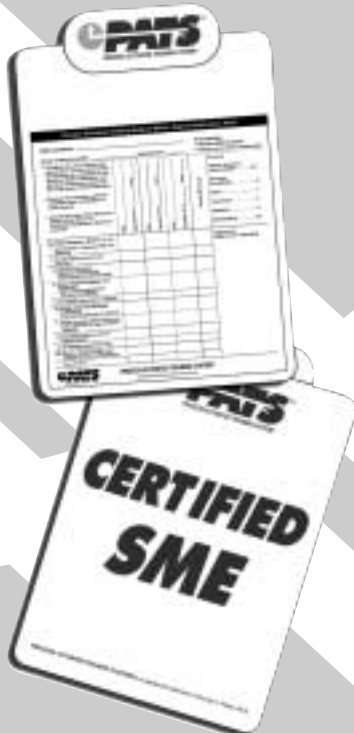
Loretta T. Dale
 Director of Training

Jaren Page Ramer
 Administrative
 Assistant

Consulting Associates

Maurice (Maury) Ayer
Willa Bailey
Robert E. Belcher
Albert Crawford
Kerry Gateley, M.D.
Monte Massongill
Pat Meeks
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Greg Spencer
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2002 Memphis Regional Chamber Quality Cup Team Award Winners



(Left) Marc Jordan (Memphis Regional Chamber President) announces the award as Dr. Nate Essex (President of Southwest Tennessee Community College) presents the Cup to Drew Mohler.

(Right) John May, Drew Mohler, and Greg Spencer.

Buckman Laboratories*Summit Level*

Buckman's Returns Reduction Team used the Buckman Team Toolz process to tackle its problem solving. Based on the team's solutions, the pounds of returned goods have been reduced approximately 55%. More importantly, key team findings are now the cornerstone of a company-wide supply chain initiative.

Cellular South*Progressive Level*

Cellular South continuously upgraded and enhanced its Memphis Metro Area Network with the installation of digital wireless technology and added additional cell sites and repeaters. This upgrade provided increased network capacity for voice traffic and allowed Cellular South to offer innovative calling plans, such as its Unlimited Plan and new Free Incoming Calls Plan.



Bruce Orpet, John Redmond (Area Manager), Tanya Rankin, and Angela Holloway.

Sears Logistics Services, Inc.*Challenge Level*

The Memphis RRC Team is one of the Take-With Channel units within Sears Logistics Supply Chain. The success of the RRC Team was achieved through implementing the *Process Activated Training System*® to document their best practices and develop a just-in-time training system.



Quinton Wakefield, Chandra Andhe, Toya Stith, Elorise Langs, Walter Black, & Etta Glass (General Manager).

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The Memphis Regional Chamber Quality Cup Team Award is aligned with the former RIT/USA Today Quality Cup Team Award and the Malcom Baldrige National Quality Award Criteria. The Award is co-sponsored by the Memphis Regional Chamber and Southwest Tennessee Community College and managed by the Mid-South Quality and Productivity Center (MSQPC) which is a partnership of both the Chamber and the College.

The Award Honors individual teams that make an exceptional contribution to their employers' Quality Improvement Programs. The winning teams serve as regional role models, encouraging others to accept principles and practices that lead to continuous improvements and customer satisfaction.

The Awards were presented by Marc Jordan, President and CEO of the Chamber and Dr. Nate Essex, President of the College.

The winners for the 2002 Award were in the areas of manufacturing and service and included Buckman Laboratories, Cellular South, and Sears Logistics Services, Inc.

Judges for the Award included representatives from Memphis Light, Gas, and Water, Memphis Regional Chamber, Southwest Tennessee Community College, and Mid-South Quality-Productivity Center (MSQPC).

The Memphis Regional Chamber Quality Cup Team Award is the only Baldrige based Team Award in the nation that has been invited by the Malcom Baldrige National Quality Award to be a co-sponsor of the 2004 Baldrige Regional Conferences. These one-day conferences feature both current and former Baldrige Award recipients. The conferences are meant to be an alternative to the Quest for Excellence Conference that is held annually in Washington, D.C. by providing a more cost-effective and efficient way to hear from the Baldrige Award recipients.

Procrastinating? These Memphis Companies Aren't!!!

Aerospace Products International (API), LURGI PSI, Southern Systems Inc. (SSI), The Memphis Group, NKC Conveyors, Pemko, and Electrical Controls, Inc. (ECI) are ensuring that they will beat the December 15, 2003, deadline for companies to transition to ISO 9001:2000. The Registrar Accreditation Board (RAB) insists that the deadline will not be extended. Only 15 percent of ISO 9000 registered North America Companies have made the transition (7,221 of 48,029 active certificates) as of March 2003.

The March 2003 issue of Quality System Update listed the 10 most likely reasons for a slow transition. The list below was developed by the US Technical Advisory Group (TAG) to International Organization for Standardization (ISO) Technical Committee (TC) 176, drafter of the ISO 9000 standards:

1. Procrastination
2. A misconception of what is required by ISO 9001:2000
3. Concern about having to rewrite documentation since existing documentation follows the 1994 format
4. Management resistance and/or the fact that the transition takes resources and training.
5. Questions with respect to the need to improve customer satisfaction.
6. General lack of understanding concerning the process approach upon which the new standard is based.
7. Lack of customer pressure
8. Anticipation of a possible extension to the December 15 deadline (This is unlikely).
9. Misunderstanding with respect to the amount of time the transition will take.
10. Poor economic conditions causing companies to scrutinize expenditures more closely.

MSQPC—The Quality Center (a TBR Center of Emphasis and partnership of the Memphis Regional Chamber and Southwest Tennessee Community College) can answer your questions and assist you with ISO 9001:2000, ISO TS16949:2000 or ISO 14001:2000 certification.

Some of the current MSQPC clients achieving ISO 9001:2000 certification or attending workshops on the ISO 9001:2000 certification process are:

Aerospace Products International (API)	LURGI PSI
Air Flow Fibers	Southern Systems Inc. (SSI)
Coors Brewing	The Memphis Group (ISO 9001:2000)
Dupont	Aerospace compliance to EN9120)
ECI	NKC Conveyors
Goulds Pumps	Pemko
Gyrus ENT	Printronic
Idexx Operations, Inc.	Smith and Nephew
Impact Logistics	Technicolor Distribution
Ingram Micro	Wurzburg Inc.
Jack Tyler Engineering	

TRAINING

**July 21-25 (week 1) and August 25-29 (week 2)
October 27-31 (Week 1) and Dec 8-12 (week 2)**

Two Week Six Sigma Green Belt Training. \$4,000 for two weeks and all materials (includes MiniTab Software). Memphis Area price only. In partnership with Smarter Solutions. Facilitated by Maury Ayer.

June 17-19, 2003

Three-day Six Sigma Champion Training. \$1,195. In partnership with Smarter Solutions. Facilitated by Maury Ayer. Covers History and Methodology, Roles and Infrastructure in the Implementation of Six Sigma. Memphis, TN

August 7-8, October 9-10, December 4-5, 2003

Internal Auditor Training. \$395. Facilitated by Mark Weber or Bob Belcher. Provides essential skills for conducting internal quality system audits. Memphis, TN.

May 6-7, 2003

ISO 9001:2000 Transition Course. \$650. In partnership with American Strategic Services Alliance, Ltd (ASSA). Facilitated by Fern Cowen. Covers the differences and implications for effective auditing to the new ISO 9001:2000 standard. Memphis, TN.

May 8-9, September 11-12, November 6-7

Implementation/Documentation of ISO 9001:2000. \$395. (\$200 each day if attending only one day) Facilitated by Robert Belcher. Insight into the emergence of the ISO 9000 quality management and quality assurance standards and provides skills and techniques for preparing effective documentation. Memphis, TN.

June 9-10, 2003

Two-Day ASSA Internal Auditor 2000. \$650. In partnership with American Strategic Services Alliance, Ltd. (ASSA) Facilitated by Fern Cowen. Deals in depth with the techniques of auditing internal quality management systems as specified by the ISO 10011 standards for auditing. Memphis, TN.

June 23-27, 2003

Lead Auditor Course. \$1,495. In partnership with American Strategic Services Alliance, Ltd. Facilitated by Fern Cowen. A five-day course that covers all knowledge and skills needed for quality assessments. Memphis, TN

New Course Offerings Coming Soon

2-Day Continual Improvement ISO 9004:2000 \$595

3-Day Occupational Safety and Health Management Course \$795

Baldrige Goes To School

The Baldrige Criteria was used by MSQPC—The Quality Center to assess seven high-priority Memphis City Schools. Targeted schools were Carver High School, Fairley High School, Geeter Middle School, Georgian Hills Junior High, Lanier Middle School, Riverview Middle School, and Trezevant High School. The assessments serve as a gauge to build high performance schools and to align key Baldrige findings with each organization's School Improvement Plan.

The pre-assessment consisted of a series of questions from the seven Baldrige Education Categories for Performance Excellence. The categories included:

1. Leadership
2. Strategic Planning
3. Student, Stakeholder and Market Focus
4. Management, Analysis and Knowledge Management
5. Faculty and Staff Focus
6. Process Management
7. Organization Performance Results

An 8-hour Baldrige Assessment Interview process was conducted for each school. The extensive interview process was conducted among various departments, faculty/staff groups and employee levels for one-hour sessions in a conference room setting at each school site. Each Baldrige Category session required a minimum of three interviewees.

After the interviews were conducted, the data were assimilated and a feedback report was produced that included (1) A summary of assessment findings (2) Baldrige category strengths and opportunities for improvement; (3) School improvement issues and priorities for each of the seven Baldrige categories.

After the Baldrige assessment was submitted to Memphis City School's Office of Accountability, an executive overview was conducted among the schools' principals to brief them on the assessment results and recommendations regarding strategic strengths and opportunities for improvement that needed to be addressed within the School Improvement Plan.

The overall project approach includes three major phases:

Phase I -- MSQPC pre-assessment conducted by Donald C. Fisher, Ph.D. and Loretta Dale (January-February 2003)

Phase II -- MSQPC training of an in-house self-assessment team of principals, faculty and staff to conduct a Baldrige self-Assessment of each targeted school (June 2003).

Phase III -- MSQPC third-party assessment to validate the results and progress made on findings from the two previous assessments. All Baldrige assessment findings are to be aligned with each school's improvement plan to help produce sustainable results for student learning (early fall 2003).

In Search of Excellence

Tennessee has more active nationally recognized Baldrige Awards than any other state in the nation. The three active award programs are the Memphis Regional Chamber Quality Cup Team Award, Greater Memphis Association for Quality Award, and the newly restructured Tennessee Quality Award Program now known as the Tennessee Center for Performance Excellence. All three of these organizations have been selected as sponsors of the National Malcolm Baldrige Regional Quality Award Programs.

The University of Memphis unit won the Advanced Level III Award presented by the Greater Memphis Association for Quality in April. No applicant earned the highest award—the Pyramid of Excellence. Lakeside Behavioral Health was recognized at Level II—the intermediate level award.

For additional information, contact Marie Williams, President of the Tennessee Center for Performance Excellence; Jim Lippy, Executive Director of GMAQ; or Dr. Donald Fisher, Executive Director for the Chamber Team Award.



University of Memphis Physical Plant



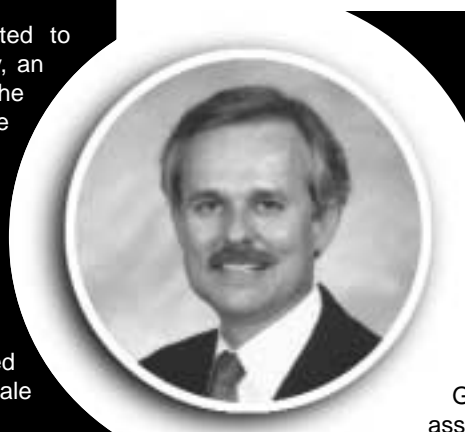
Lakeside Behavioral Health

Airline Catering On The Move

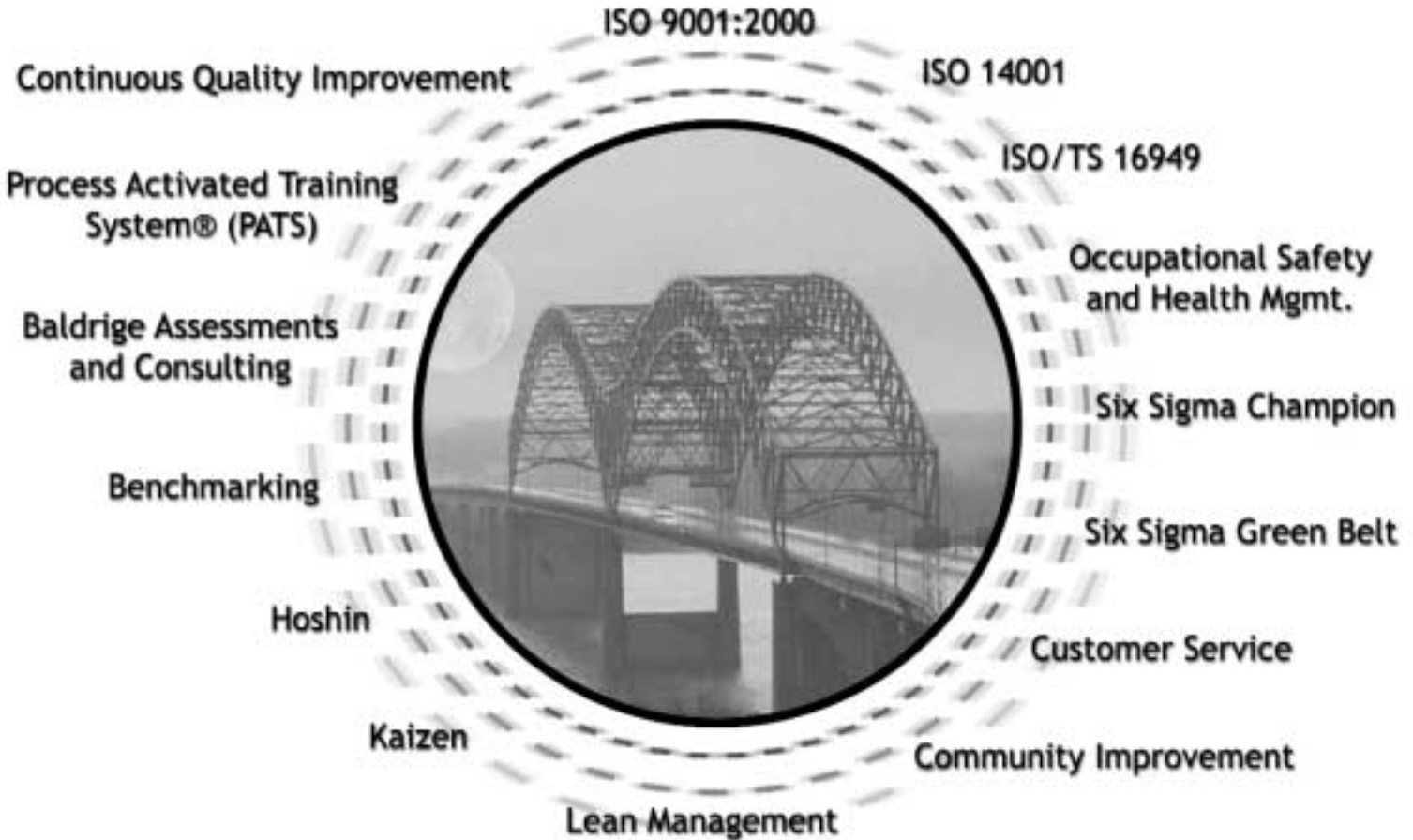
"Global Service Excellence" is Gate Gourmet International's tailored total quality management initiative. The program has been developed in close collaboration with Dr. Donald Fisher, a globally-acknowledged expert in the quality management field. Dr. Fisher, of the Mid-South Quality Productivity Center (MSQPC), has been supporting Gate Gourmet as an external consultant, conducting assessments around the world and sharing his vast experience and expertise.

Dr. Donald C. Fisher

Dr. Donald Fisher can look back on 25 years in the management development field. During that time he has supplied quality assessments for various institutions, organizations and companies. Some of the most exciting steps in his career have been his provision of consultancy to hospitals (where he has taught clients how to adopt a quality-minded approach to patient care), his collaboration with entire nations (like Mauritius, for which he led seven exam team site visits and served as a judge for their Baldrige-based quality award) and his consultancy for the Hong Leong Corporate Group in Malaysia, where he established a self-assessment system for a network of 85 companies.



MSQPC's Quality Training in Memphis



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 Workshop Title _____ Date _____
 Memphis Regional Chamber Member? Yes ___ No ___
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Questions?

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Substitutions and Cancellations:
 Cancellations made more than 30 days prior to the start date of the course will be charged a 10% processing fee. Cancellations made 14 days before the course starts will be charged 50% of tuition. Registrants who fail to attend are responsible for the entire course investment. No refund of fees is offered for cancellations made less than two weeks prior to the course beginning. Cancellation requests should be submitted in writing. Substitutions are allowed at any time with written authorization.

Travel and lodging are not included in the cost.



Impacts ISO 9000 Standards and Six Sigma Projects



Walter Pancik (left), United States Postal Service (USPS), Headquarters Manager for PATS in Washington, D.C. with Deborah Johnson, a PATS Group Training Leader (GTL), and Dr. Donald Fisher, PATS Developer.

ISO 9001:2000 is a general set of principles for good management and is accepted internationally as the sign of a quality-driven company. PATS directly impacts the 6.2 Human Resources Clause of ISO 9001:2000 certification. PATS not only benefits all the areas directly related to training, but has a positive impact on areas such as design control, management responsibility, and purchasing. Because PATS directly involves the employee workforce in the identification and design of crucial work processes, it makes quality a company-wide process instead of only a management commitment.

PATS equips Six Sigma Teams with a fully integrated system to drive continuous improvement at all levels in any enterprise. The goal of Six Sigma is to develop processes so robust that defects are measured at levels with only a few failures per million. PATS (Window-Based) software helps remove barriers for Six Sigma success by automating work through training scripts, documenting best practices, transferring real-time project information to employees and reducing employee learning curves around dedicated Six Sigma projects.

Some PATS clients in Memphis are The Memphis Group, The Peabody Hotel, One Source Industries, Sears Logistics Services, Memphis In May, The MED, FedEx, MLGW, and the Memphis branch of Searcy Uniforms.

To Learn More About PATS, Please Visit Our Website At:

ProcessActivatedTraining.com

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PATS: A Revolutionary Advance In On-The-Job Training

- *Re-engineers And Simplifies Core Work Processes*
- *Addresses ISO 9001:2000 Training Requirements And Six Sigma Projects*
- *Focuses Employees On Cycle-Time Reduction Of Core Processes*
- *Recognizes Employees For Improving Process Standards*
- *Promotes Just-In-Time Learning*
- *Reduces Employee Learning Cycle Time*
- *Documents Core Work Processes*



Carla LaRocque (left), Vice President, BRAMCO, LLC., Louisville, KY with a team of Subject Matter Experts (SMEs) working on a PATS work process.

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