

ASQ NEWS

Register Now for Free Performance Excellence Webinars

The ASQ Government Division is offering two free webinars that focus on process management tools. The first webinar, *Out of Crisis: Business Process Management Tools for Turbulent Times*, is scheduled for September 16 and will feature ASQ past-president Tom Mosgaller. The session will highlight the tools Mosgaller has used to help health and human service organizations transform the way they do business.

The second webinar, *Lean in State Government in Maine and Beyond: Expanding Our Leadership Agenda*, will be offered September 30 and will feature Arthur Davis, director of operations for the Maine Department of Labor. The webinar will look at strategic issues associated with making lean a reality in more state governments.

For more information or to register for these webinars, [read the news release](#).

ASQ Advocacy: Capitol Hill Appearance Scheduled

ASQ has been invited to convene a panel of quality experts to appear at a congressional healthcare caucus chaired by Congressman Patrick Kennedy September 15 in Washington, DC. The panel will discuss healthcare information technology (Health IT) best practices and will present four real-world cases of Health IT implementation. [Click here for more information](#).

ASQ in the News

There has been a flurry of activity for ASQ in the media recently:

- Janet Jacobsen, an ASQ member and associate editor of ASQ's *The Journal for Quality and Participation*, was featured in *Material Management Handling* regarding Boeing's use of Six Sigma methodologies. • [Ρεαδ της αρτιγλε](#).
- ASQ's food and safety study was mentioned in the article "Is Your Supper Safe?" that was featured in the September/October issue of *Eating Well* magazine. The story was also featured on MSN Health and Fitness. • [ζειω της στορν](#).
- ASQ member John Goodman, a customer service expert and ASQ trainer in Washington, DC, was interviewed in the Minneapolis-St. Paul *StarTribune* newspaper. In the article, he discusses the importance of customer service to cable provider Comcast. • [Ρεαδ της αρτιγλε](#).

Like to Tweet? Follow ASQ on Social Media Outlets!

Stay up-to-date with the latest ASQ news and connect with other members by following ASQ on social media sites such as Twitter, Facebook, or LinkedIn. Below are links to ASQ's social media networks:

Twitter: <http://twitter.com/ASQ>

Facebook: http://www.facebook.com/profile.php?id=527269374&ref=profile&_a=1#/pages/ASQ/110416372068?ref=ts

LinkedIn: <http://www.linkedin.com/groups?gid=3633>

Go Back to the Quality Basics and Earn Double the ASQ Bucks!

September means back to school, and for ASQ members, it's time to go back to the quality basics. To help spread the message that quality is everyone's job, for every member you recruit in September through the [Each One Reach One \(EORO\)](#) recruitment program, you'll earn double the ASQ Bucks. In addition, new members you recruit will receive our new [Building From the Basics Quality Pocket of Knowledge \(QPoK\)](#), a comprehensive resource explaining basic quality tools that fits in your back pocket. Visit www.asq.org/eoro-september for details.