



# Tucson Old Pueblo Section

Section 0707  
September 2009

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## Technical Meeting

The Next TOPS Technical Meeting will be September 2009

<b>Date</b>	September 15 <sup>th</sup> , 2009
<b>Location</b>	Old Pueblo Grill
<b>Time</b>	5:30pm to 5:45pm Registration 5:45pm to 7:00pm Networking / Dinner 7:00pm to 8:00pm Technical Meeting
<b>Cost</b>	\$20 With RSVP by 9/11/09 \$25 with no RSVP Technical Meeting Only – Free <a href="#">RSVP by Clicking Here</a>

Capability Maturity Integration Model  
by Tom Lienhard

### Summary

What is CMMI? Is it just another four letter word? Capability Maturity Integration Model (CMMI) is a process improvement model for the development of product and services. This presentation will help make sense of the model, the two representations, the five maturity levels, the 12 generic practices and the 22 process areas.

### Tom Lienhard Background –

Tom Lienhard is a Sr Principle Engineer working for Raytheon Missile Systems. He is a Six Sigma Blackbelt and a member of the Raytheon CMMI Expert Team. Tom has conducted numerous CMMI appraisals and played a key role in attaining CMMI Level 5 certification at Raytheon Missile Systems.

## Quality Connections

ASQ National: <http://www.asq.org>  
ASQ Region 7: <http://www.asqregion7.org>  
ASQ Section 0707: <http://www.asq0707.org>  
Arizona Quality Alliance: <http://www.arizona-excellence.com>  
Malcolm Baldrige National Quality Award: <http://www.nist.gov>

### Board Meetings

The board meets the first Tuesday of every month. Any member is welcomed to attend. Please contact any board member for information on location.





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## QUALITY FUNCTION DEPLOYMENT

What is Quality Function Deployment (QFD)? *A formal, integrated set of planning, data recording, decision-making and communication tools designed to ensure that all organizational activities are performed in response to "The Voice of the Customer" (Customer Requirements) in a manner that prioritizes and optimizes the use of internal resources.* QFD is used:

- During new product design
- When changing an existing design
- When customer requirements change
- When multiple customers have different objectives
- As a tool to eliminate or minimize conflict during team decision-making
- When competitors change their product characteristics

Some of the benefits of using QFD include:

- Preventing the "Voice of the Customer" from getting "polluted"
- Maintaining continuity of requirements between the R&D, development, design, manufacturing, and distribution phases of the product life cycle
- Communicating the "Voice of the Customer" to all personnel in the organization in the language of that person
- Prioritizing the use of resources by working on what is really important and not working on the things that aren't
- Obtaining an understanding of the strengths and weaknesses of competitive products and designing in response to those factors
- Facilitating Integrated Product Development (Concurrent Engineering)

## Chair Message

We have an exciting year planned out for 2009-2010. We have several great topics with a variety of backgrounds. TOPS also has a very busy October with Audit Conference and Healthcare Conference here in Tucson.

As you can see the September meeting is moved to the 15<sup>th</sup> of September due to the Labor Day week travel.

Take a look at our website! Gail Cox has done a great job updating all the important information, events, and information located there.

Enjoy your Labor Day holiday.





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**VOLUNTEERS  
NEEDED**

## Healthcare of the Future Conference To Be Held in Tucson on October 13, 2009

**2009 - 2010**

### TOPS Calendar of Events

**Sept 09:** Capability Maturity Model Integration (CMMI) - Tom Lienhard  
[RSVP - Click Here](#)

**Oct 09:** Healthcare presentation at El Conquistador Resort  
[RSVP - Click Here](#)

**Nov 09:** Process Qualification - Greg Wates

**Dec 09:** Performance Based Logistics – Rick Hufford

**Jan 10 :** Statistics in Manufacturing - Bill Messina (APICS Host)

**Feb 10 :** Tour still being organized

**Mar 10 :** Certification for Healthcare Professional – John Harrison

**Apr 10 :** SARSEF winners

**May 10 :** TBD  
(ASQ/APICS joint meeting  
--- host = ASQ)

The American Society for Quality (ASQ) will sponsor a one-day conference to provide Arizona-based healthcare organizations with a forum to learn about and discuss the vast number of changes impacting the healthcare industry today. The conference “Healthcare of the Future – Are you ready?” will feature presentations by healthcare and business experts including: Brad Tritle, Executive Director of the Arizona Health-e Connection, David Dexter, CEO of Sonora Quest, Andres Theodorou, MD of UMC, Daisy Jenkins, VP Human Resources, Raytheon, Thomas Pyzdek, noted author of the Six Sigma Handbook, and many more. The conference will address the following key topics:

Update on the current state of Arizona’s strategy and progress for Health Information Infrastructure and government stimulus funds  
Electronic medical records with a focus on the financial and operational improvements, and clinician user adoption strategies  
Patient safety strategies from the National Quality Forum (NQF)  
Advanced applications of lean systems thinking  
Key concepts in engaging medical entities for rapid deployment  
Financial impacts on business concerns of providing healthcare to their workforce

Numerous regional examples of successful clinical and operational success stories in medical quality improvement.

“Health care reform is front and center as healthcare costs continue to soar,” says Thomas Pyzdek, a member of the organizing committee and a consultant on process excellence. “The quality, Lean and Six Sigma professions have a proven approach to reducing costs without sacrificing quality.” Peter Bersbach, Six Sigma consultant and conference chair for ASQ says, “There are many examples of local healthcare organizations making great strides at improvement. This conference will provide a way for them to share their success stories with others.”

The conference will be held at the Hilton East in Tucson, Arizona on October 13, 2009 from 8 AM to 5 PM. For additional information contact the conference organizer, Peter Bersbach.

[\[peter@bersbach.com\]](mailto:peter@bersbach.com) or visit [healthcareofthefuture.org](http://healthcareofthefuture.org)





# Tucson Old Pueblo Section

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## 18th Annual Audit Division Conference Tucson Arizona October 15-16, 2009

Hello, my name is Denise Wynne 2009 Audit Division Conference Chair. Please join us for the ASQ Audit Division's 18th Annual Audit Conference being held at the Hilton El Conquistador Golf and Tennis Resort in Tucson Arizona October 15-16, 2009.

<http://www.hiltonelconquistador.com/>

The theme: **Audit Revolution**, focuses on the auditor's role in achieving and reporting effective audit results to provide management with accurate data to make informed decisions. The goal is to expose auditors with various levels of experience to the definitive, innovative, and ever-changing techniques, criteria and auditing.

Each year we work to improve and provide the best conference available. We look for innovative ways to provide as much information and networking opportunities as we can in the 2 day conference. We are very excited to welcome ASQ's Design and Construction Division to the program in 2009.

Please review the Conference at a Glance and Call for Papers below for more information. Speakers will receive one complimentary conference registration per presentation. Speakers will be responsible for their own hotel and transportation arrangements and expenses.

### Conference News and Information

[Download Conference at a Glance](#) (PDF, 14 KB)

**VOLUNTEERS  
NEEDED**

## Unemployed ASQ Member Dues

Unemployed ASQ members receive a discount on their membership dues based on consecutive years of membership.

Consecutive Years of Membership Dues Discount: 1-4 50% 5 or more 100%

### **Eligibility Criteria**

You must be a Regular, Senior, or Fellow member.

Any years as a Forum, Associate, or enrolled student do not qualify.

You may submit this application only after being unemployed for at least 90 days.

You must be actively seeking employment.

Retired or self-employed members are not eligible. ASQ offers a similar benefit for retired members.

### **Benefits**

Your basic membership dues for the current membership year will be paid or partially paid by ASQ. Basic membership dues exclude additional Forums and Divisions, journals, and additional Sections (Seniors and Fellows—you keep your extra benefit of choice).

You may participate in the program for no more than two years in your membership lifetime. You must complete an application for the second year of participation.

After renewing your membership, please visit Careers in Quality to search for jobs, apply for positions online, and post your resume for employers to view.

<http://www.asq.org/members/account/unemployment.html>





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## Save the Date

Seminar Topic: "Lean in Healthcare"

Date: Thursday, September 10, 2009

Time: 9:00 am – 4:00 pm

Cost: \$249 per person, includes Lean Manual, continental breakfast, and lunch.

Location: Rio Salado College - The Tower, Room 515, Tempe, AZ

## Arizona Quality Alliance

Lean in Healthcare Seminar



Thank you to our sponsor

### Speakers:

Marjorie Green & Mischa Dick established Healthcare Excellence Institute as a division of Six Sigma Systems, Inc.

Marjorie and Mischa have applied the techniques of Business Process Excellence, Six Sigma and Lean in a multitude of industries prior to applying these methods to healthcare. A sample of the organizations that have used Mischa's & Marjorie's expertise are PPG, IBM, Whirlpool Corporation, Unisource Worldwide and Xerox Corporation. For the past 4 years examples of their healthcare clients are Wyeth, a Pharmaceutical company and CHRISTUS Health, a 40+ hospital healthcare provider organization.

### Workshop Overview:

The methodology of Lean originates in the automotive industry, with Toyota Motor Company still being recognized as the leading lean organization worldwide. Healthcare is certainly not the same as automotive manufacturing. However, there are many lessons that can be learned from Lean principles, which can be applied to the healthcare environment. Lean implementations in the Healthcare field have demonstrated that gains such as 60% reductions in patient wait times, 50% productivity gains or 90% cycle time reductions are achievable in the healthcare environment.

The philosophy of Lean and Lean Training, put simply, is a relentless organizational focus on eliminating any non value added consumption of resources. Non value added, in the context of Lean Training, is defined as anything that the customer (or patient) would not be willing to pay for if given the choice.

Lean drives organization-wide patient focus.

Lean challenges any consumption of resources, whether it be labor, materials or otherwise, if there is no benefit to the patient

Lean provides a mechanism to hone organizational performance for the benefit of patients, physicians and the healthcare system itself

Consider some of the following examples of results achieved in healthcare by applying these principles:

Increase operating margin by 7%

Reduction of lobby wait times by 40%

Reduction in medical records processing cycle time from 7 days post patient discharge to 8 hours post patient discharge

Reduction of obsolete supplies by 95%

Increase in time of service collection amounts by 300%

Increase in labor productivity by up to 50%

Decrease in Central Line Associated Bloodstream Infections to nearly 0

Registration material will be available by August 10th

