

global solutions

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# ASQ Global Solutions



Certification | Training | Networking



# Table of Contents:

ASQ Map.....3

## CERTIFICATION

Certification Exams.....4

Translated Certification Exams .....5

Training Books ..... 6-7

## TRAINING

Classroom-based Training..... 8-10

Virtual Courses.....11

e-Learning .....12

On-site Training .....13

## NETWORKING

Strategic Alliances.....14

Networking..... 15-16

Sustaining Membership Application.....17

Individual Membership Application.....18

**For more information on training, networking, or certification that is right for you, visit [www.asq.org/global](http://www.asq.org/global) or call 800-248-1946 (United States and Canada only), 414-272-8575, or 001-800-514-1564 (toll free in Mexico).**

# Welcome!

We've designed this catalog with your organization's success in mind. Inside you'll find the latest in quality performance improvement tools and processes offered in a variety of formats, including:

- Classroom-based training
- Web-based training
- On-site training
- Certification exams
- Books

These are the same tools and processes at work in other world-class organizations like Federal Express, Lockheed Martin, the U.S. Department of Defense, and many more. Whether you are looking for the latest approaches to cost-effective transaction management, a reduction in costly errors, or providing timely customer service, ASQ can provide the knowledge and techniques you need.

ASQ has the most comprehensive portfolio of management and staff training for achieving performance excellence anywhere. We provide publication, courses, software, conferences, and networking opportunities to organizations such as yours.

I invite you to review this catalog that highlights some of the most popular quality tools available. You'll find more through our Web site, [www.asq.org/global](http://www.asq.org/global).

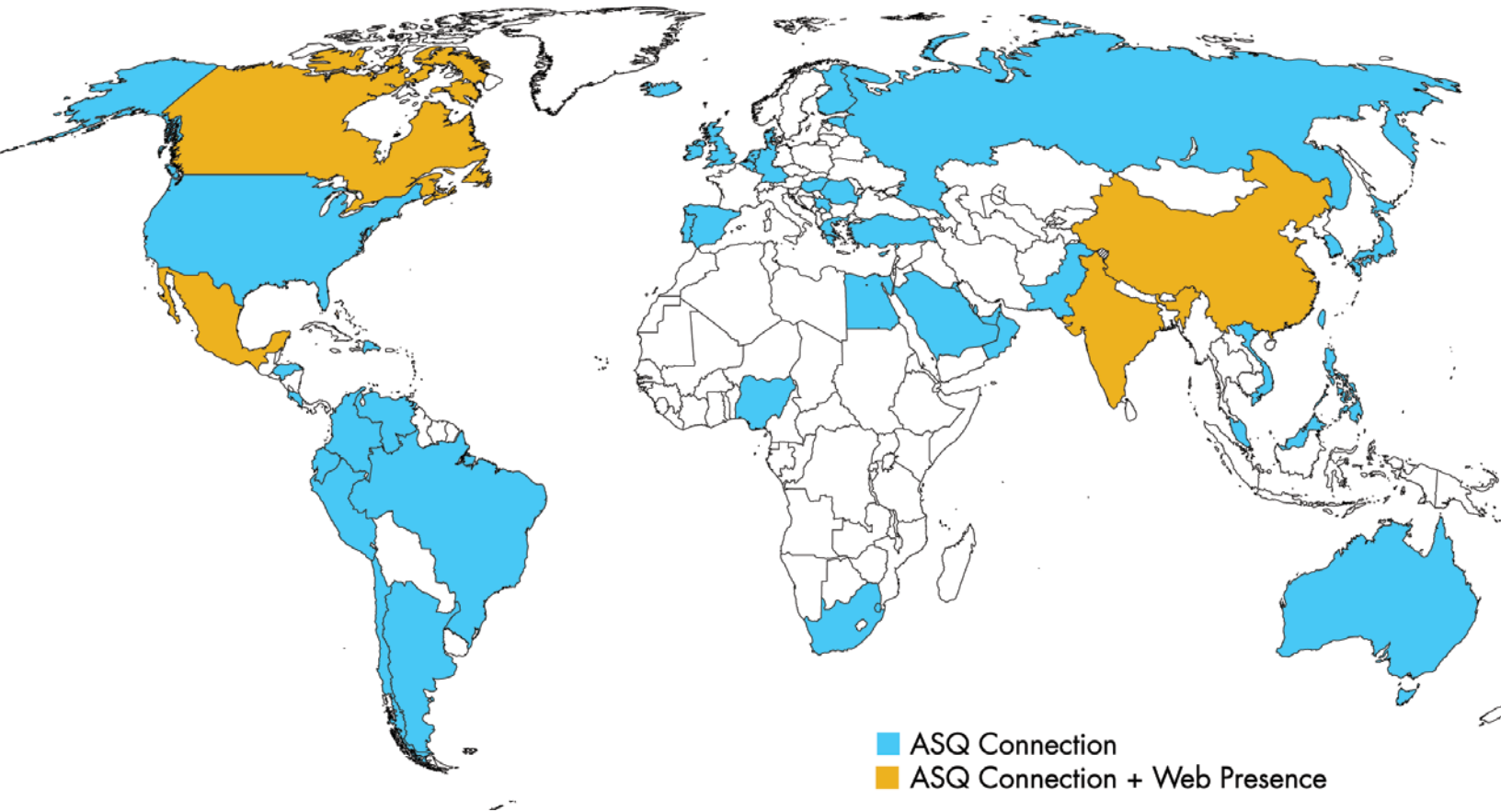
Wishing you success,



*Tommy Tam*  
*Director, Global Market Development*  
*ASQ*

# Where in the world is ASQ?

Our headquarters is in the United States, but we have WorldPartners and strategic alliances around the globe. Some of these relationships include Web sites dedicated to ASQ's presence in the host country. See what nonprofit organizations we partner with in other countries. Take advantage of training offered through strategic alliances. ASQ members can access country councilors to find out how they can get involved and make the most of their membership. View information by country online at [www.asq.org/global/world-map](http://www.asq.org/global/world-map).



## Certification Exams

ASQ certifications demonstrate your knowledge and proficiency in your industry. Certification helps you address the challenges of your current position while expanding your professional opportunities.

### Quality Engineer Certification — CQE

The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control. This body of knowledge and applied technologies include, but are not limited to, development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, facility with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems, and to audit quality systems for deficiency identification and correction.

### Manager of Quality/Organizational Excellence Certification — CMQ/OE

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives—everywhere from small businesses to multinational corporations—that can have regional or global focus in a variety of service and industrial settings.

A Certified Manager of Quality/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

The Certified Manager of Quality/Organizational Excellence should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk, and employ knowledge management tools and techniques in resolving organizational challenges.

### Reliability Engineer Certification — CRE

The Certified Reliability Engineer is a professional who understands the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability. This body of knowledge and applied technologies includes, but is not limited to, design review and control; prediction, estimation, and apportionment methodology; failure mode and effects analysis; the planning, operation, and analysis of reliability testing and field failures, including mathematical modeling; understanding human factors in reliability; and the ability to develop and administer reliability information systems for failure analysis, design and performance improvement, and reliability program management over the entire product life cycle.

ASQ offers certification in most countries. Please contact us for details at 800-248-1946 (United States and Canada only), 414-272-8575, or 001-800-514-1564 (toll free in Mexico).

### Six Sigma Black Belt Certification — CSSBB

The Certified Six Sigma Black Belt is a professional who can explain Six Sigma philosophies and principles, including supporting systems and tools. A Black Belt should demonstrate team leadership, understand team dynamics, and assign team member roles and responsibilities. Black Belts have a thorough understanding of all aspects of the DMAIC model in accordance with Six Sigma principles. They have basic knowledge of lean enterprise concepts, are able to identify nonvalue-added elements and activities, and are able to use specific tools.

#### Acquire the knowledge to position yourself and your organization ahead of the competition.

##### Benefits to Individuals:

- New skills gained and proficiency upgraded
- Investment in career while demanding top dollar
- Mark of technical excellence
- Assurance that individual is current with emerging technologies
- ASQ certification is endorsed by more than 125 corporations

##### Benefits to Organizations:

- Investment in the company's future
- Allows individual to perfect and share new techniques in the workplace
- Provides organization with knowledgeable employees who are able to assure product and service quality

#### Additional certifications include:

- Biomedical Auditor - CBA
- Calibration Technician - CCT
- HACCP Auditor - CHA
- Quality Inspector - CQI
- Quality Auditor - CQA
- Quality Improvement Associate - CQIA
- Quality Process Analyst - CQPA
- Quality Technician - CQT
- Six Sigma Green Belt - CSSGB
- Software Quality Engineer - CSQE





## Translated Certification Exams

All exams are offered in the English language, in addition to the translated exams. Spanish language exams will be offered only in Spanish-speaking countries; Chinese exams in China only; Korean exams in Korea only; and Japanese exams in Japan only. Japanese language exams are only offered through JUSE. Anyone interested in a Japanese translated exam must apply through JUSE by calling **81-3-5378-9812**.

### Exams offered every March and October:

**Korean:** Certified Reliability Engineer

**Mandarin:** Certified Manager of Quality/  
Organizational Excellence, Certified Six Sigma  
Black Belt

**Spanish:** Certified Quality Technician,  
Certified Quality Inspector

### Exams offered every June and December:

**Korean:** Certified Quality Engineer

**Mandarin:** Certified Quality Engineer

**Spanish:** Certified Quality Engineer,  
Certified Quality Auditor, Certified Calibration  
Technician, Certified Quality Improvement Associate,  
Certified Quality Process Analyst

**Japanese:** Certified Software Quality Engineer,  
Certified Quality Engineer

For specific exam dates and application deadline,  
visit [www.asq.org/translated-exams](http://www.asq.org/translated-exams).

## Books

Quality Press is the world's largest publisher of quality-related products, offering basic to advanced resources for quality professionals. Quality Press offers books for manufacturing, healthcare, service, and education industries. Take a look at our top-selling titles internationally.



### Integrating Reengineering With Total Quality

Joseph N. Kelada

This groundbreaking book unites total quality and reengineering into one integrated management approach to positively impact an organization. The author clearly explains many trends in management practices, such as activity-based costing, activity-based management, and mass customization.

He integrates them into a unique, global approach that introduces his new idea of the total quality triad and QVALITY (quality, volume, administration, location, interrelationships/image, timely, and yield) and ACE concepts. This approach aims for the mutual satisfaction of the shareholders, customers, and people associated with your organization.

1996 6 x 9 hardcover 481 pages  
Item: H0896 ISBN 978-0-87389-339-8  
Member Price: \$50.40 List/Forum/Division Price: \$84.00



### The Certified Manager of Quality/Organizational Excellence Handbook, Third Edition

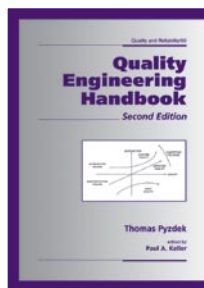
Russell T. Westcott

Management of quality continues to play a significant role in organizations as they struggle to deal with ever-increasing complexities and challenges in our fast-paced world. Business success depends on their ability to use a wide range of information to define, plan, implement, and control a

variety of complex, interdependent tasks using a finite set of data and decreasing resources. Organizations must develop the critical knowledge, interpersonal skills, technical tools, and management techniques needed in today's evolving workplace environment.

This handbook provides comprehensive guidance for process improvement, describes tools and techniques to drive change, emphasizes sound management principles that have relevance even beyond the quality field, and can be a primer for new leaders and a go-to manual for experienced professionals.

2006 7 x 10 hardcover 672 pages  
Item: H1264 ISBN 978-0-87389-678-8  
Member Price: \$75.60 List/Forum/Division Price: \$126.00



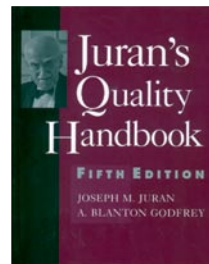
### Quality Engineering Handbook, Second Edition

Thomas Pyzdek

Written by one of the foremost authorities on the subject, this second edition is completely revised to reflect the latest changes to the ASQ body of knowledge for the Certified Quality Engineer (CQE), covering every essential topic required by the quality engineer for day-to-day practices in planning, testing, finance, and management. This edition thoroughly examines and defines the principles and benefits of Six Sigma management and organization.

Most suitable as a guide for preparing for the CQE exam, this handbook defines formal approaches to strategic planning, the elements of a quality system, processes for assuring product quality, and quantitative methods for performing statistical analysis.

2003 8½ x 11 hardcover 744 pages  
Item: P1139 ISBN 0824746147  
Price: \$149.95



### Juran's Quality Handbook, Fifth Edition

A. Blanton Godfrey and J.M. Juran

A classic reference written by an international group of recognized experts, this book covers the trilogy of processes—quality planning, quality control, and quality results—that underlies management for quality. Featuring 80% new and revised content, this fifth edition delivers all the tools necessary

for successful quality engineering and management well into this new millennium.

A major revision of the classic reference on quality engineering and management, it provides a comprehensive body of knowledge needed for the quality engineer and manager in the 21st century. Contributed, revised, and edited by a global team of industry experts, this fifth edition provides penetrating coverage of the newest methods in planning, control, and results, delivering all the tools necessary for successful quality engineering and management. The fifth edition includes new material on ISO 9000, benchmarking, the Baldrige and other awards, adoption of strategic quality planning and TQM, management leadership for quality, self-directing teams, quality function deployment, and Taguchi methods.

1999 7½ x 9¼ hardcover 1,936 pages  
Item: P660 ISBN 007034003X  
Price: \$150.00



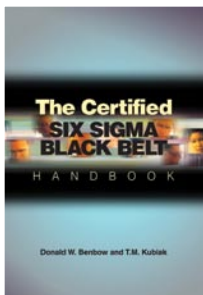
### Office Kaizen: Transforming Office Operations Into a Strategic Competitive Advantage

William Lareau

Most companies find it difficult to reduce costs in the office without noticeable sacrifices in performance. Some progressive companies are seeing improvements in their office environments through the use of *Office Kaizen*, which emphasizes making continuous improvements over the long haul. This book presents a unified,

consistent approach that enables businesses to establish a strategic competitive advantage by significantly improving the efficiency, quality, and productivity of their office and administrative processes.

2002 6 x 9 softcover 184 pages  
Item: H1168 ISBN 978-0-87389-556-9  
Member Price: \$28.35 List/Forum/Division Price: \$47.25



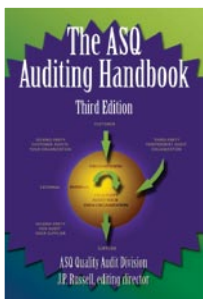
### The Certified Six Sigma Black Belt Handbook

Donald W. Benbow and T.M. Kubiak

The *Certified Six Sigma Black Belt Handbook* is the most comprehensive reference for all Six Sigma Black Belts currently available, and was written by two uniquely qualified experts. All aspects of Six Sigma are covered, including its value and history, the voice of the customer, project management, all requisite methodologies and tools, testing and analysis, lean

enterprise, design for Six Sigma, failure mode and effects analysis, and much more.

2005 7 x 10 hardcover 376 pages  
 Item: H1176 ISBN 978-0-87389-591-0  
 Member Price: \$66.15 List/Forum/Division Price: \$110.25



### The ASQ Auditing Handbook, Third Edition

J.P. Russell, editing director

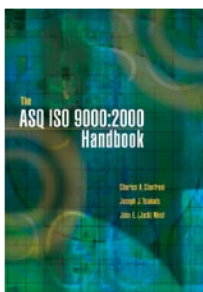
This best selling handbook provides comprehensive coverage for nearly every aspect of the audit function. Though a valuable resource for studying for the CQA examination, it is also meant to be the single source for quality, environmental, safety, and health auditors; audit managers; audit teams; and other professionals in the field.

*The ASQ Auditing Handbook* is designed

to provide practical guidance for system and process auditors. Practitioners in the field provided content, example audit situations, stories, and review comments as the handbook evolved.

New to this third edition are topics such as auditor competency, business applications, and improvement tools. Additionally, existing topics have been expanded to encompass process methods, process-based management systems, and ISO 19011 guidance.

2006 7 x 10 hardcover 376 pages  
 Item: H1263 ISBN 978-0-87389-666-5  
 Member Price: \$66.15 List/Forum/Division Price: \$110.25



### The ASQ ISO 9000:2000 Handbook

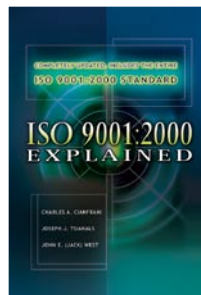
Charles A. Cianfrani, Joseph J. Tsiakals, and John E. (Jack) West

**The quintessential guide to ISO 9000!**

Written by more than 30 experts in the field, *The ASQ ISO 9000:2000 Handbook* is one of the most comprehensive resources for all your ISO 9000 questions. Featuring more than 60 chapters addressing nearly every aspect of the year 2000 revisions, this handbook provides valuable information to those seeking

ISO 9000 compliance as well as those who are already registered. To help you achieve in-depth comprehension of the standards, all of the ANSI/ISO/ASQ Q9000-2000 standards are included. In addition, an in-depth glossary provides thorough explanations of the terms, concepts, and management principles that are crucial to a complete understanding of an ISO 9000 quality management system.

2002 7 x 10 hardcover 936 pages  
 Item: H1029 ISBN 978-0-87389-522-4  
 Member Price: \$94.50 List/Forum/Division Price: \$157.50



### ISO 9001:2000 Explained, Second Edition

John E. (Jack) West, Charles A. Cianfrani, and Joseph J. Tsiakals

**The perfect companion to the ANSI/ISO/ASQ Q9001:2000 standard!**

Originally the ISO 9000 standards were thought to be primarily a technical discipline. Today, an increasing interest in these quality standards by more nontraditional organizations has created the need to revise

ISO 9000 to ensure that the needs of users around the world are met. The ANSI/ISO/ASQ Q9000:2000 standards represent the first major revision to the quality standards since their initial issue.

Written by individuals who actually contributed to the development of the revisions, *ISO 9001:2000 Explained, Second Edition* is the perfect companion to the new standard and will help clarify the changes in presentation, terminology, format, and requirements to quality professionals in any industry.

2001 6 x 9 hardcover 216 pages  
 Item: H1104 ISBN 978-0-87389-508-8  
 Member Price: \$50.40 List/Forum/Division Price: \$84.00



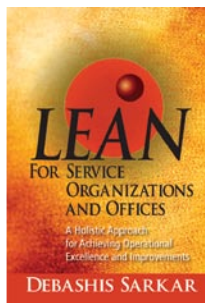
### Managing Service Delivery Processes: Linking Strategy to Operations

Jean Harvey

The quest for value drives customer behavior in the services marketplace. This book focuses on complex service processes, and is written for professionals, semi-professionals, and technical workers laboring in all spheres, from law to medicine, and accounting to engineering. It draws its theory and examples from these professional services and many more, with hands-on end-of-chapter exercises

on all topics. A framework is presented for understanding how a set of shared fundamental beliefs drives the best-in-class professional service organizations in their learning, which is the source of sustained competitive advantage. Products and processes can be imitated or copied, but learning faster than your competition cannot.

2006 7 x 10 softcover 368 pages  
 Item: H1265 ISBN 978-0-87389-675-7  
 Member Price: \$44.10 List/Forum/Division Price: \$73.50



**NEW**

### Lean for Service Organizations and Offices: A Holistic Approach for Achieving Operational Excellence and Improvements

Debashis Sarkar

Lean has the ability to address a wide range of problems faced by service companies, such as: complexity reduction, sales force productivity enhancement, operations risk

control, cost leadership, combining scale with flexibility, service excellence, and improving employee morale and involvement. Many of the principles discussed in the book are based on the author's first-hand experience in lean implementation. Being from a practitioner's viewpoint, *Lean for Service Organizations and Offices* is light on theory and heavy on application, exactly what's needed for a holistic and comprehensive lean transformation.

2007 7 x 10 softcover 248 pages  
 Item: H1316 ISBN 978-0-87389-724-2  
 Member Price: \$37.80 List/Forum/Division Price: \$63.00



## Classroom-based Training

ASQ offers training for all skill sets and markets. Review the following list of classroom-based training options and visit [www.asq.org/training](http://www.asq.org/training) to find the location and time that will work best for you.

Can't find what you are looking for?  
Contact ASQ to discuss on-site training!



|  |  |   |
|--|--|---|
| Advanced Facilitation Skills   | Constraint Management and Six Sigma — Revised  | ImpaQT Training for the Classroom   |
| After the Audit: Continual Improvement From the Audit Process                              | Corrective Action  | Implementing and Auditing an ISO 9000:2000 Quality System                                     |
| ASQ IWA and Healthcare Train-the-Trainer/Coach Training                                    | Customer-Supplier Partnerships—An Introduction   | Implementing ISO 14000  |
| ASQ Koalaty Kid Train-the-Trainer  | Design for Six Sigma (DFSS)  | Implementing Statistical Process Control  |
| Auditing the Automotive Core Tools   | Design of Experiments  | Improving Business Performance: Using ISO 9000 as a Means to Support Compliance in Healthcare |
| Auditor/Lead Auditor Training for ISO 13485  | Design of Experiments II: Process Modeling and Optimization                                | Improving Local Government Using Quality Principles   |
| Baldrige in Nonprofit and Government Sectors: Building Your Path to Performance Excellence | Developing and Implementing an ISO 9001 Quality Management System for the Service Industry | Innovation... From Vision to Reality  |
| Best Practices in Service Quality Measurement  | Developing and Implementing an ISO/TS 16949 Quality System                                 | Integrated Process Management: A Quality Model  |
| Black Belt/Quality Engineering Statistics  | Excellence in 8 Dimensions   | Internal Auditor Training for AS9100  |
| Building a Great Service Culture   | Facilitating Continuous Improvement in Education   | Internal Auditor Training ISO/TS 16949  |
| Building Software Quality Skills   | Facilitating Teams and Groups  | Introduction to Quality Engineering   |
| The Business Side of Quality: Using Your Quality Management System to Manage Your Business | Failure Mode and Effects Analysis—Design and Process                                       | Introduction to Quality Management — Revised  |
| The Case for Quality: Taking It to Management  | FRONT LINE: Keys to Excellence in Customer Service Management                              | ISO 14000 Lead Auditor Training (RABQSA Certified)  |
| Certified Calibration Technician Refresher   | Guide to Process Improvement and Change  | ISO 14001 Environmental Management: An Overview   |
| Certified Manager of Quality/Organizational Excellence Refresher                           | Hospital Process FMEA  | ISO 14001 Environmental Management Internal Auditing  |
| Certified Quality Auditor Refresher Training   | Hospital System Failure Mode and Effects Analysis (Design and Process FMEA)                | ISO 14001 Environmental Management: Overview, Integration, and Auditing                       |
| Certified Quality Engineer Exam Preparation Course   | How to Use ISO 9001 to Reduce the Risk From Sarbanes-Oxley                                 | ISO 9001:2000, An Overview  |
|  |  | ISO 9001:2000 Internal Process Auditing   |



|  |   |  |
|--|---|--|
| ISO 9001:2000 Internal Quality Auditor Training (RABQSA Certified)                   | Preparing the Service Organization for the ISO 9000 Registration                | 16-Hour ISO 9001:2000 Lead Auditor Training (RABQSA Certified)                                     |
| ISO 9001:2000 Customer Satisfaction Compliance                                       | Process-Based Auditing  | Skills for Success for the Management Representative   |
| ISO 9001:2000 Lead Auditor Training (RABQSA Certified)                               | Process Capability  | Software Auditing  |
| ISO 9001:2000 Internal Quality Auditor Training (RABQSA Certified)                   | Process Control for Project Teams   | Software Auditor Skills  |
| ISO/TS 16949:2002 — Internal Auditing  | Project Management: Effective Planning, Execution, and Control                  | Software Configuration Management  |
| ISO/TS 16949:2002 — A Management Briefing  | Internal Auditor Training for ISO 13485 (RABQSA Certified)                      | Software Functional Testing and Test Management  |
| ISO/TS 16949:2002 Second Edition Overview  | Quality Audits for Improved Performance   | Software Metrics   |
| Koalaty Kid Training (for elementary school teams)                                   | Quality Audits for Improved Performance — Applications for Healthcare           | Software Peer Reviews  |
| Lead Auditor Training for AS9100 (RABQSA Certified)                                  | Quality Basics  | Software Project Management  |
| Lead Auditor for ISO 9001:2000 With Emphasis on ISO/TS 16949:2002 (RABQSA Certified) | Quality Cost Principles — Revised   | Software Quality Engineering   |
| LEADING THE FRONT LINE: Keys to Excellence in Customer Service Management            | Quality Essentials, Customer Delight, and Liability in Residential Construction | Software Requirements Engineering  |
| Lean Enterprise  | Quality Essentials for Administrators   | Software Risk Management   |
| Lean Kaizen: A Simplified Approach to Process Improvements                           | Quality Essentials for Education  | Software Structural Testing  |
| LeanSigma® Fundamentals  | Quality Keys Training — Six Days (for secondary school teams)                   | Software Testing and Test Management   |
| Lean Six Sigma Black Belt for Service  | Quality Methods for the Service Industry  | Stepping Up to ISO 9004:2000   |
| Lean Six Sigma for Healthcare Executives   | Rapid Results With Lean Methods for Healthcare Organizations                    | Strategic Quality Planning   |
| Lean for Service   | Reliability Engineering   | Systematic Problem Solving for Sustained Improvements With Quality Tools                           |
| Linking the Balanced Scorecard to Business Results                                   | Root Cause Analysis   | Systematic Problem Solving for Sustained Improvements With Quality Tools — Healthcare Applications |
| Managing and Leading in a Six Sigma World  | Six Sigma Black Belt Training   | Train-the-Trainer ISO/TS 16949:2002  |
| Measuring and Improving Employee Satisfaction and Commitment                         | Six Sigma Black Belt Training — Healthcare                                      | Transitioning to an ISO 13485 Quality Management System  |
| Measuring and Managing Customer Satisfaction and Loyalty                             | Six Sigma Champion Training   | Transitioning to an ISO 13485:2003 Overview  |
| Mistake Proofing   | Six Sigma Executive Training  | Transitioning to an ISO/TS 16949:2002 Quality Management System                                    |
|  | Six Sigma Green Belt Training   | Using Control Charts to Interpret Healthcare Data  |
|  | Six Sigma Green Belt for Healthcare — Blended Format                            | Visions and Strategies for Managing Government Services  |
|  | Six Sigma Green Belt Training — Healthcare                                      |  |
|  | Six Sigma Team Facilitation Skills  |  |

## Classroom-based Training

ASQ's classroom-based training is designed to improve quality and the bottom line of your organization. Benefit from quality experts; from comprehensive, up-to-date information; and from peers eager to share experiences.

**ASQ training courses are offered in a variety of formats. Select the one that best fits your needs:**



Web-based



Classroom-based



CD-ROM



Virtual Course

### Certified Quality Engineer – Exam Preparation Course\*

Are you planning to take the CQE exam but need a refresher? This course provides a thorough overview of the quantitative method topics covered in the body of knowledge for ASQ's Certified Quality Engineer exam (including the topics most commonly failed within the exam). In addition, an overview of the management tools required for effective performance as a certified quality engineer is included.

*\*Taking this course does not constitute, nor imply, the successful passing of the ASQ Certified Quality Engineer exam.*

**Prerequisites:** Review CQE exam requirements to see if you qualify for the exam.

**CEUs/RUs available:** 3.1

**Course Duration:** 5 days

### Certified Manager of Quality/Organizational Excellence Refresher

The Certified Manager of Quality/Organizational Excellence refresher training is designed and developed by ASQ's Quality Management Division. The course is presented in a way that reinforces current knowledge; re-introduces applications that may not be used every day; explains the rationale for use; and highlights sample questions, both multiple choice and constructed response.

*Note: Pre-course reading assignments are required. This course is a refresher and because of time limitations it is not intended to cover all components of the body of knowledge in great depth.*

**CEUs available:** 1.9

**Course Duration:** 3 days

### FRONT LINE: Keys to Excellence in Customer Service Management

Understand the principles of good customer service and focus on enhancing service delivery with this course. Discuss practical concepts designed to have participants view service from the customer's perspective. Become aware of the relationship with the customer and what could enhance or detract from that relationship. Explore how complaints and mistakes are opportunities to increase customer loyalty. Discover options for dealing with angry customers and stress. The successful student will be able to:

- Identify the factors that create value for customers and impact customer loyalty.
- Analyze and enhance moments of truth and cycles of service to measure levels of service from the customer's perspective.

- Learn how to communicate effectively with customers by understanding behavioral styles and by using effective language.
- Use 7 basic customer service skills effectively.
- Remain calm and deal effectively with challenging situations.
- Learn a process to use in recovering from mistakes.
- Determine causes and effects of stress.

*This course is a prerequisite for LEADING THE FRONT LINE: Keys to Excellence in Customer Service Management.*

**CEUs/RUs available:** 1.4

**Course Duration:** 2 days

### Lean Enterprise

In today's business environment, where global competition and constant price reduction demands from customers impact heavily on management decisions, lean enterprise concepts have helped companies to remain competitive, innovative, and profitable. "Lean" implementation results in enhanced cost and cycle-time reduction, customer satisfaction, and standardized high quality. This course will focus on lean methods that can be used to minimize all forms of waste and maximize value for the customer. Understand the difference between traditional "push" and the lean "pull" systems.

**CEUs/RUs available:** 1.4

**Course Duration:** 2 days

### Strategic Quality Planning

This highly interactive course uses a lecture, discussion, and team format. It is case driven using a variety of examples from many different organizations as well as using participants' own initiatives. The entire workshop is managed as a large planning process. This approach to session delivery has proved to be highly effective in imparting the session knowledge to the participants. Not only do participants learn the process of developing strategic quality plans, they also actually experience applying it to "real" quality issues and the development of strategies to better plan these. The outcome is measurable, as session participants will be able to take these strategies back into their own workplace environments and begin executing them immediately.

This course helps you create a quality vision that mutually complements both quality and business objectives by understanding: the guiding principles for strategic quality planning, internal/external environmental analyses, implementation (matching culture and strategy), the role of leadership and vision, benchmarking, and the Baldrige Award strategic planning criteria.

**CEUs/RUs available:** 1.5

**Course Duration:** 2 days

ASQ's Virtual Courses provide the same expert instructors, course materials, interaction with other students, and the ability to earn CEUs (and ASQ RUs) as our traditional classroom training, all without the hassle and expenses of travel. All you need is a computer with Internet access and a telephone.

**Please note: Registration is for one person only.**

## Measuring and Managing Customer Satisfaction and Loyalty

As markets shrink, companies are looking to boost customer satisfaction and keep their current customers, instead of spending additional resources to pursue new customers. In fact, since finding new customers can cost five to eight times as much as holding on to current customers, many companies increasingly understand the importance of measuring and managing the customer experience. Measuring customer satisfaction is an essential part of discovering your customers' requirements, in order to implement effective change and tangibly measure the impact of any changes made to your products or processes in terms that matter most to your organization.

This two-day virtual course will explore the cutting-edge customer-satisfaction measurement and management practices employed by the world's leading companies (including many Malcolm Baldrige National Quality Award-winning organizations), from best practices for increasing satisfaction and retention of your key customers to creating customer-focused processes throughout your organization.

**CEUs/RUs available:** 1.4

## Quality Cost Principles

Improve customer satisfaction, competitiveness, and financial performance by understanding the link between quality improvement and profits. Learn to select, manage, and strategically use cost of quality (CoQ) improvement projects within your organization. Surveys show a vast majority of companies either overlook or are unaware of the concept of CoQ. Quality costs (actual plus hidden) can amount to a large proportion of sales, often 25 percent or more. Learn to successfully use CoQ to strategically manage your improvement projects for bottom-line results.

**CEUs available:** 0.7

## The Case for Quality: Taking It to Management

Do you need to make the case for quality to upper management? This one-day virtual course will enable you to:

- Form strong relationships with upper management.
- Communicate the expected financial returns resulting from a quality initiative.
- Sell the benefits of quality in a strategic, consultative manner.

**MORE RESOURCES!** Take this course and receive the accompanying book, *Making Change Work: Practical Tools for Overcoming Human Resistance to Change* after the course. (Available to U.S. registrants.)

**CEUs/RUs available:** 0.7

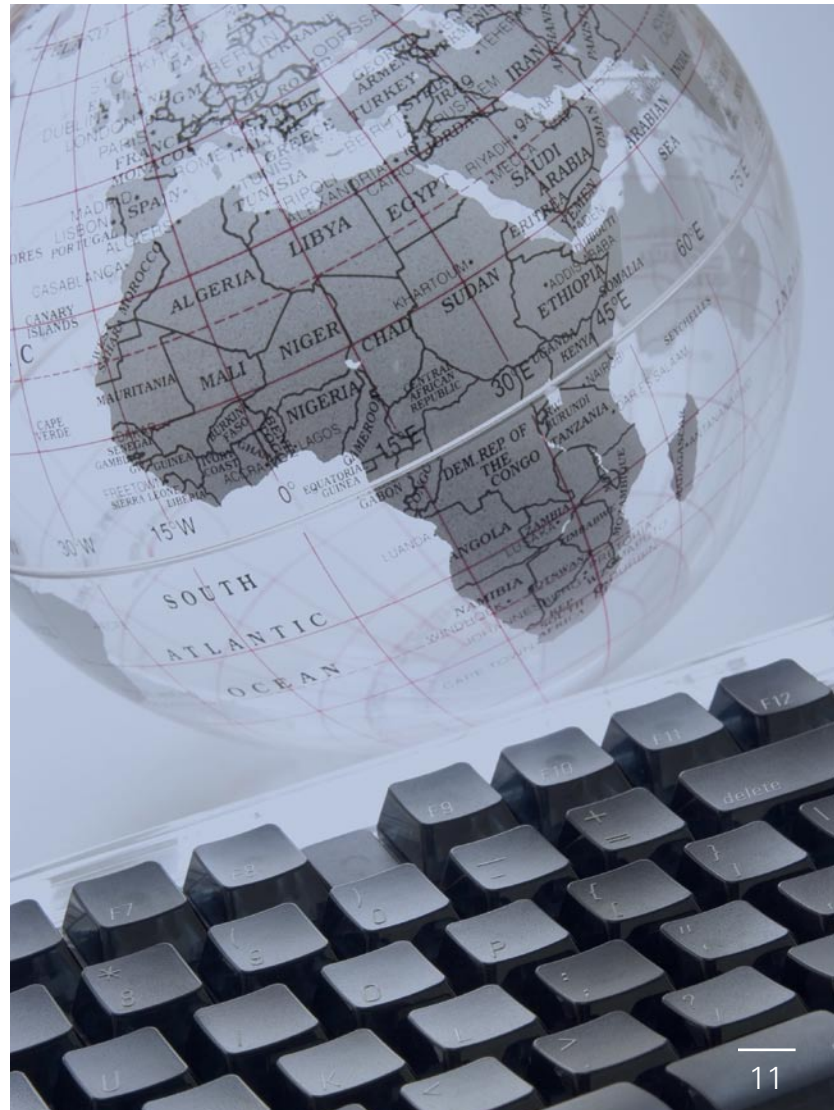
## Service Excellence Through Quality Practices

Learn about the quality practices that drive continuous improvement and operational/process effectiveness in the service sector. More and more of the U.S. economy has a service focus. As a result, companies need to improve their service components. Quality leaders and their staffs need knowledge and skills that focus on improving transaction processes and creating a culture of continuous improvement.

This program covers quality management system elements, tools, and process improvement approaches that successful companies use, with a particular emphasis on how to apply them in a service environment.

**CEUs/RUs available:** 0.7

**Please note: Virtual course registration is for one person only.**





Take these courses in your pajamas – these self-paced, online programs can be completed on your computer at your own pace, whenever and wherever it's most convenient for you! Benefits of these e-Learning courses include:

- Lead teams in applying lean concepts and the Six Sigma DMAIC methodology to attack waste
- Prioritize improvement activities for greatest organizational impact
- Define improvement projects to satisfy the customer
- Measure inputs and outputs to provide meaningful data
- Analyze data to identify the root cause of variability, including the use of designed experiments
- Improve processes to reduce variability
- Control the process to prevent backsliding and consolidate the gains

### Lean Six Sigma Black Belt\*

This course can be used for Black Belt training or as preparation for the ASQ Black Belt certification exam. Covering the Six Sigma DMAIC methodology with integrated lean tools and techniques, all content is available online in an asynchronous format. Lean content includes coverage of: value stream mapping, continuous flow and Little's Law, level-loaded processing, quick changeovers, pull scheduling systems, 5-S, standardized work, kaizen, and total productive maintenance. Numerous case studies and examples focus on service, business process, and manufacturing applications. The design of experiments module uses Design-Ease software from Stat-Ease, a user-friendly alternative for the design and analysis of experiments, and also includes downloadable Excel templates (a Minitab-supported version is also available). Because this course has a heavy practice orientation, as much as half of your time will be spent working through interactive practice exercises and online assessments. Green Belt is NOT a prerequisite.

**CEUs:** 14.0

**Course Length:** 140 hours

**Item:** LSSBBD01MS

### Six Sigma Green Belt

This course is designed to provide an understanding of the Six Sigma Green Belt areas of knowledge. The DMAIC methodology is presented with numerous case studies and examples drawn from service, business process, and manufacturing applications. Selected lean manufacturing and system dynamics concepts are integrated with Six Sigma in this course. Because this course is designed with a heavy practice orientation, as much as half of your time is spent working through interactive practice exercises and online assessments.

**CEUs:** 8.0

**Course Length:** 80 hours

**Item:** SSGB01MS

*\*Customers located outside of the United States will be responsible to pay any local customs' duties or taxes on the Design-Ease software and book, which have a value of approximately \$600. A shipping fee of \$15 for domestic and international orders will be assessed at the time the order is placed.*

### Lean Six Sigma Black Belt With Minitab

Online Lean Six Sigma training in the complete ASQ Black Belt Body of Knowledge. The course can be used for Black Belt training or as preparation for the ASQ Black Belt certification exam. This course covers the Six Sigma DMAIC methodology, design of experiments, and contains integrated lean tools and techniques, with all content available online in an asynchronous format. Lean content includes coverage of: value stream mapping, continuous flow and Little's Law, level-loaded processing, quick changeovers, pull scheduling systems, 5-S, standardized work, kaizen, and total productive maintenance. Numerous case studies and examples focus on service, business process, and manufacturing applications. This course is designed to support Minitab data analysis software (must be purchased separately), and also includes downloadable Excel templates. Minitab support includes numerous interactive simulations of typical Minitab calculations. Because this course has a heavy practice orientation, as much as half of your time will be spent working through interactive practice exercises and online assessments. Green Belt is NOT a prerequisite. Course access period is 365 days.

**CEUs:** 14.0

**Course Length:** 140 hours

**Item:** LSSBBM01MS

### Lean Six Sigma Black Belt — Healthcare Version\*

This course covers the Six Sigma DMAIC methodology with integrated lean tools and techniques, with all content in an asynchronous format. The course design includes numerous case studies and examples. This is a healthcare version, which focuses on the DMAIC approach on service-oriented processes typically found in healthcare industries, including facility operations, insurance, medical device manufacturing, and financial administration. Lean content includes coverage of: value stream mapping, continuous flow and Little's Law, level-loaded processing, quick changeovers, pull scheduling systems, 5-S, standardized work, kaizen, and total productive maintenance. The design of experiments module uses Design-Ease software from Stat-Ease, a user-friendly design and analysis of experiments, and also includes downloadable Excel templates. Your time will be spent working through interactive practice exercises and online assessments. Green Belt is NOT a prerequisite.

**CEUs:** 14.0

**Course Length:** 140 hours

**Item:** LSSBBHC01MS



# Invest in Your Organization

## ASQ ON-SITE TRAINING

If you are training a group of six or more employees, let us bring our expert quality training to you. ASQ On-site Training offers your organization the most qualified instructors, the most comprehensive training, and the most current information available on each of our training topics.

Maximize your company's training investment today.  
For more information, call **800-248-1946**,  
**414-272-8575**, **001-800-514-1564** (toll free in Mexico),  
or visit [www.asq.org/on-site-training](http://www.asq.org/on-site-training).



## Strategic Alliances

ASQ relies on our network of organizations across the world to provide quality products and services. Look to these groups for knowledge exchange, training, and certification opportunities. These products and services are available to ASQ members, customers, and other interested professionals. For the most up-to-date listing or information about on-site (in-company) training in other countries and languages, please visit [www.asq.org/global/strategic-alliances.html](http://www.asq.org/global/strategic-alliances.html). If you do not find the course you are looking for, look to our strategic alliances for local training.



### ARGENTINA

#### Professional Argentine Institute for Quality and Excellence

#### Instituto Profesional Argentino para la Calidad y la Excelencia (IPACE)

Offers ASQ Six Sigma training programs.  
Web: [www.ipace.org.ar](http://www.ipace.org.ar)

### AUSTRALIA

#### University of South Australia

Offers ASQ Six Sigma training programs.  
Web: [www.unisa.edu.au](http://www.unisa.edu.au)

### BRAZIL

#### PGQP – Regional Program of Quality and Productivity

#### Programa Gaúcho da Qualidade e Produtividade – PGQP

Offers ASQ Six Sigma training programs.  
Web: [www.portalqualidade.com/programas/pgqp/](http://www.portalqualidade.com/programas/pgqp/)

### CANADA

#### ASQ

Offers ASQ Six Sigma training programs.  
Web: [www.asq.org](http://www.asq.org)

### CYPRUS

#### Eminence

Offers ASQ training courses, ASQ certification exams, and Quality Press books.  
Web: [www.eminencecy.com](http://www.eminencecy.com)

### CHINA

#### ASQ China

Offers ASQ Six Sigma training programs.  
Web: [www.asq.com.cn](http://www.asq.com.cn)

#### CAQ – China Association for Quality

ASQ-registered service provider, currently providing Certified Quality Engineer (CQE) training.  
Web: [www.caq.org.cn/english/](http://www.caq.org.cn/english/)

#### CEPREI – China Electronic Product Reliability and Environment Research Institute

ASQ-registered service provider, providing Certified Quality Engineer (CQE) training.  
Web: [www.ceprei.org/english/index.htm](http://www.ceprei.org/english/index.htm)

#### Qualisys – Qualisys Consultancy Service Limited

ASQ-registered service provider, currently providing Green Belt, Black Belt, Executive, Champion, and health and service assistance related to Six Sigma.  
Web: [www.qualisysgroup.com](http://www.qualisysgroup.com)

#### SAQ – Shanghai Association for Quality

ASQ-registered service provider, currently providing Certified Quality Engineer (CQE) training.  
Web: [www.sqtc.org.cn/](http://www.sqtc.org.cn/)

#### CQC – China Quality Certification Center

ASQ-registered service provider, currently providing China Compulsory Certification (CCC) program in the U.S. market.  
Web: [www.cqc.com.cn/english/index.asp](http://www.cqc.com.cn/english/index.asp)

### ECUADOR

#### Corporación 3D Calidad

Offers ASQ Six Sigma training programs in Spanish, as well as Quality Press books and ASQ certification exams.  
Web: [www.corporacion3d.com](http://www.corporacion3d.com)

### HONG KONG

#### Hong Kong Society for Quality (HKSQ)

Offers ASQ Six Sigma training programs.  
Web: [www.hksq.org](http://www.hksq.org)

### INDIA

#### FICCI – Federation of Indian Chambers of Commerce and Industry

Offers ASQ training courses in India.  
Web: [www.ficci.com](http://www.ficci.com)

### MEXICO

#### ICEI Capacitación Empresarial

Offers ASQ training courses in English in Ciudad Juárez, and for “maquiladoras” in México.  
Web: [www.utleon.edu.mx](http://www.utleon.edu.mx)

#### Plexus México

Offers ASQ Six Sigma training programs in Spanish and certification exams.  
Web: [www.plexusintl.com.mx/index.html](http://www.plexusintl.com.mx/index.html)

#### UTL – Universidad Tecnológica de León/ Technical University of Leon

ASQ collaborates with UTL to support ASQ members, students, and educators. UTL offers ASQ certification exams in Guanajuato, Mexico.  
Web: [www.utleon.edu.mx](http://www.utleon.edu.mx)

#### UDEM – Universidad de Monterrey/ University of Monterrey

ASQ partner offering ASQ certification exams in Monterrey, Mexico.  
Web: [www.udem.edu.mx/home](http://www.udem.edu.mx/home)

### PERU

#### Pontifical Catholic University of Peru Pontificia Universidad Católica del Perú (PUCP)

ASQ partner offering Six Sigma training programs in Spanish.  
Web: [www.pucp.edu.pe/servext/calidad](http://www.pucp.edu.pe/servext/calidad)

### SPAIN

#### Spanish Association for Quality Asociación Española para la Calidad (AEC)

ASQ partner offering Six Sigma training programs in Spanish.  
Web: [www.aec.es](http://www.aec.es)

### UNITED ARAB EMIRATES

#### Dubai Institute for Human Resource Development

Offers ASQ certification exams in the United Arab Emirates.  
Web: [www.dihrd.ae/demo/arabic/index.asp](http://www.dihrd.ae/demo/arabic/index.asp)

#### MEIRC Training and Consulting — Dubai

Offers ASQ training programs.  
Web: [www.meirc.com](http://www.meirc.com)

ASQ offers certification in most countries. Please contact us for details at 800-248-1946 (United States and Canada only), 414-272-8575, or 001-800-514-1564 (toll free in Mexico).



# Networking

ASQ offers many opportunities for its members and customers to get involved. Do you prefer to communicate over the Web or face-to-face? ASQ has a communication vehicle to suit your lifestyle.



## Networking

Get involved with opportunities and events directly related to:

- Education
- Government
- Healthcare
- Manufacturing
- Service

View networking opportunities and events related to your industry or profession by visiting [www.asq.org/networking-and-events.html](http://www.asq.org/networking-and-events.html).

## Blogs

Blogs encourage dialogue around a particular topic, while providing an outlet for information and resource sharing. Join other quality professionals to discuss these hot topics:

- Financial Services Six Sigma
- Quality in Education
- Efficiency in Healthcare
- Ventana a la Calidad (en español)

Start blogging today at [www.asq.org/blog](http://www.asq.org/blog).

## Forums and Divisions

ASQ has a rich history of connecting knowledgeable people. There is a long tradition of members—who share common needs and interests—forming subgroups and thereby creating within ASQ a network of specialized quality forums or divisions. ASQ now has 25 of these member-led groups with new forums and divisions forming every year.

- Audit
- Automotive
- Aviation, Space and Defense
- Biomedical
- Chemical and Process Industries
- Customer-Supplier
- Design & Construction
- Education
- Electronics and Communication
- Energy & Environmental
- Food, Drug, and Cosmetic
- Government
- Healthcare
- Human Development and Leadership
- Inspection
- Lean Enterprise
- Measurement Quality
- Product Safety and Liability Prevention
- Quality Management
- Reliability
- Service Quality
- Six Sigma
- Software
- Statistics
- Team & Workplace Excellence

Make the right connections at [www.asq.org/forums-divisions](http://www.asq.org/forums-divisions).

## ASQ Sections

More than 250 volunteer-run local ASQ sections in the United States, Canada, Mexico, Brazil, and Costa Rica allow you to meet and learn the business of quality from people in your community. The International Chapter is available for members primarily outside North America or where local sections do not yet exist. One geographic section membership is included in your Regular membership.

Most sections offer:

- Meetings
- Newsletters
- Online information

You can also get involved by becoming a section member leader. As a member leader, you can enhance your leadership skills, increase your visibility in the quality community, and publicly develop and support the quality movement. Find the section nearest you at [www.asq.org/sections](http://www.asq.org/sections).

## Communities

Find people with common interests, share what you know and what you believe, and focus on issues that shape your work and life. Be a part of an ASQ network and get all of this free of charge. Networks provide you with a way to establish a bond of common experience and challenges around a specific area of interest. What do you need to do? What are your interests? ASQ has a network for you:

### Apply Quality

- Economic Case for Quality® Network
- Innovation Network
- Sarbanes-Oxley (SOX) Network

### Use Quality in Your Field

- Baldrige for Education Network
- Baldrige for Healthcare Network
- Environmental Microbiology Network
- Insurance Industry Network
- Probabilistic Technology Community

### Make a Difference

- Community Good Works Network
- Quality Supports and Services for Persons With Disabilities Community

### Maintain Conference Connections

- International Team Excellence Award — ITEA Network
- Six Sigma Conference Network
- NOEC — Continue the Experience Network
- Summit Outcome Activity Results — SOAR Network

Get connected with people and ideas at [www.asq.org/communities](http://www.asq.org/communities).





# SUSTAINING MEMBERSHIP APPLICATION

All employees at a single site of a Sustaining member organization are entitled to Sustaining membership benefits. If your organization has more than one site, each site must become a Sustaining member to share Sustaining membership benefits with its employees. Identify one primary contact who will receive all ASQ related information, and should disseminate this information throughout your organization.

| OFFICE USE ONLY |         |
|-----------------|---------|
| PRIORITY CODE   | MBNSP47 |
| Order Number    | _____   |
| Member Number   | _____   |

## PRIMARY CONTACT INFORMATION

Mr.  Ms.  Mrs.  Dr.  Male  Female

|  |                   |                          |
|--|-------------------|--------------------------|
| First Name   | Middle Initial    | Last Name                |
| Company  | Job Title         |                          |
| Business Address (If address is a P.O. box please provide a street address for deliveries) |                   | Ste.                     |
| City, State/Province   |                   | Zip+4/Postal Code        |
| Area Code/Business Telephone/Ext.  |                   | Area Code/Fax            |
| Full name of organization (for recognition purposes and for plaque engraving)              |                   | Preferred e-mail address |
| If you were referred to ASQ by another member, please tell us who.                         |                   |                          |
| Member Name  | ASQ Member Number |                          |

### Mailing Lists

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this box if you **do not** wish to receive these mailings. **ASQ does not sell e-mail addresses to third parties.**

## ASQ JOURNALS

Electronic subscriptions to all journals are included in Sustaining membership. You may add any or all ASQ journal print subscriptions to your membership at an additional charge. Canadian price includes GST.

For descriptions, visit [www.asq.org/pub/](http://www.asq.org/pub/).

- |   |  |
|---|--|
| <p><b>1. Journal of Quality Technology</b><br/>Domestic: \$30.00<br/>Canada: \$51.00<br/>International: \$49.00</p> <p><b>2. Quality Engineering</b><br/>Domestic: \$34.75<br/>Canada/International: \$51.25</p> <p><b>3. Technometrics</b><br/>Domestic/Canada/International: \$30.00</p> <p><b>4. Quality Management Journal</b><br/>Domestic: \$50.00<br/>Canada: \$80.00<br/>International: \$74.00</p> | <p><b>5. Software Quality Professional</b><br/>Domestic: \$45.00<br/>Canada: \$65.00<br/>International: \$70.00</p> <p><b>6. Six Sigma Forum Magazine</b><br/>Domestic: \$45.00<br/>Canada: \$65.00<br/>International: \$70.00</p> <p><b>7. The Journal for Quality and Participation</b><br/>Domestic: \$45.00<br/>Canada: \$65.00<br/>International: \$70.00</p> |
|---|--|

## ASQ FORUMS AND DIVISIONS

You are entitled to receive one ASQ Forum or Division as part of your Sustaining membership. Additional Forums and Divisions may be added for \$10.00 each.

Please check one box indicating your included Forum or Division. Add additional Forums and Divisions at right.

- |  |   |
|--|---|
| <input type="checkbox"/> Audit (19)                          | <input type="checkbox"/> Human Development and Leadership (13)        |
| <input type="checkbox"/> Automotive (3)                      | <input type="checkbox"/> Inspection (9)                               |
| <input type="checkbox"/> Aviation, Space and Defense (2)     | <input type="checkbox"/> Lean Enterprise (23)                         |
| <input type="checkbox"/> Biomedical (10)                     | <input type="checkbox"/> Measurement Quality (17)                     |
| <input type="checkbox"/> Chemical and Process Industries (4) | <input type="checkbox"/> Product Safety and Liability Prevention (25) |
| <input type="checkbox"/> Customer-Supplier (15)              | <input type="checkbox"/> Quality Management (1)                       |
| <input type="checkbox"/> Design and Construction (20)        | <input type="checkbox"/> Reliability (8)                              |
| <input type="checkbox"/> Education (21)                      | <input type="checkbox"/> Service Quality (16)                         |
| <input type="checkbox"/> Electronics and Communications (5)  | <input type="checkbox"/> Six Sigma (26)                               |
| <input type="checkbox"/> Energy and Environmental (11)       | <input type="checkbox"/> Software (14)                                |
| <input type="checkbox"/> Food, Drug, and Cosmetic (7)        | <input type="checkbox"/> Statistics (12)                              |
| <input type="checkbox"/> Government (22)                     | <input type="checkbox"/> Team & Workplace Excellence (27)             |
| <input type="checkbox"/> Healthcare (18)                     |   |

For more information about Forums and Divisions visit [www.asq.org/forums-divisions](http://www.asq.org/forums-divisions) or call 800-248-1946.

## PAYMENT INFORMATION

Sustaining Member Annual Dues \$ 800.00

### ASQ Sections

Your company's primary contact will belong to a local ASQ Section determined by your company address. If you wish to choose a specific Section, please visit [www.asq.org/sections](http://www.asq.org/sections) for a listing of Sections. Additional Sections may be added for \$20.00 each.

|                      |                      |                      |                      |                      |                      |                      |                      |          |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | \$ _____ |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------|

### Quality Press Book Collection

Designed to establish an outstanding resource library for your organization and to strengthen and extend quality knowledge and application. Subscribers will receive a minimum of 10 newly published Quality Press books.

\$480.00 (does not include shipping and handling) \$ \_\_\_\_\_

Book Collection Shipping & Handling \$ \_\_\_\_\_  
(United States \$20.00, Canada \$30.00, International \$100.00)

Additional Forums and Divisions         \$ \_\_\_\_\_

ASQ Print Journals         \$ \_\_\_\_\_

**TOTAL OF ALL ITEMS** \$ \_\_\_\_\_

Check or money order (U.S. dollars drawn on a U.S. bank)  
Make check payable to ASQ.

MasterCard  Visa  American Express (Check one)

Cardholder's Name (please print) \_\_\_\_\_

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

Cardholder's Address \_\_\_\_\_

Please submit your application with remittance to:  
ASQ, P.O. Box 3066, Milwaukee, WI 53201-3066 or fax to 414-272-1734.

You may also join online at [www.asq.org](http://www.asq.org) or by calling ASQ Customer Care at 800-248-1946 (United States and Canada only), 414-272-8575, or 001-800-514-1564 (toll free in Mexico).





# Membership Application

|                 |         |
|-----------------|---------|
| OFFICE USE ONLY |         |
| PRIORITY CODE   | MBNMN77 |
| Order Number    | _____   |
| Member Number   | _____   |

Preferred Mailing Address:  Home  Business **Industry:**  Healthcare  Service  
 Government  Education  
 Mr.  Ms.  Mrs.  Dr.  Male  Female  Manufacturing

|                              |                          |           |
|------------------------------|--------------------------|-----------|
| First Name                   | Middle Initial           | Last Name |
| Company Name                 | Job Title                |           |
| Business Address             | Ste.                     |           |
| City, State/Province         | Zip+4/Postal Code        | Country   |
| Home Address                 | Apt./Ste.                |           |
| City, State/Province         | Zip+4/Postal Code        | Country   |
| Area Code/Business Telephone | Area Code/Home Telephone |           |
| Preferred E-mail Address     | Fax                      |           |

### Which one of the following best describes your title?

- Accountant  Clinician  Facilitator  Manager  Retired  Statistician
- Advisor  Coordinator  Foreman  Mechanic  Scientist  Student
- Administrator  Consultant  General  Nurse  Six Sigma  Superintendent
- Analyst  Contractor  Manager  Owner  Black Belt  Teacher
- Associate  Controller/  Inspector  President  Six Sigma  Technician
- Auditor  Comptroller  Instructor  Principal  Green Belt  Unemployed
- CEO  Director  Librarian  Professor  Specialist
- Chemist  Engineer  Machinist  Programmer  Staff

ASQ does not sell e-mail addresses to third parties.

### Mailing Lists

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you **do not** wish to receive these mailings.

### Member Referred By:

|             |               |
|-------------|---------------|
| Member Name | Member Number |
|-------------|---------------|

## Payment Information

- Check or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.
- MasterCard  Visa  American Express (Check one)

|                                  |                       |
|----------------------------------|-----------------------|
| Cardholder's Name (please print) | _____                 |
| Card Number                      | _____ Exp. Date _____ |
| Cardholder's Signature           | _____                 |
| Cardholder's Address             | _____                 |

## Customize Your Membership Experience

**1** Member Type:  
 Regular \$125  Associate \$72  Forum/Division \$31 \$\_\_\_\_\_

**2** The one geographical Section included with Regular membership will be determined by your primary address.\*  
 Sections (geographic or the e-Section) may be added to any member type for an additional \$20.00 each. Visit [www.asq.org](http://www.asq.org) for a listing of available Sections.

Sections           \$\_\_\_\_\_

\* Contact ASQ to change your assigned Section.

**3** Forum or Division Selection  
 As part of your Regular membership you receive membership in one topic- or industry-specific Forum or Division. For Forum/Division membership and Regular membership use the list below to indicate the Forum or Division number and name.

(#) \_\_\_\_\_ Name \_\_\_\_\_ \$ included \_\_\_\_\_

Additional Forums and Divisions may be added to all levels of membership. Please indicate in the list below the additional Forums or Divisions you would like and total the number you have selected.

- Audit (19)  Human Development and Leadership (13)
- Automotive (3)  Inspection (9)
- Aviation, Space and Defense (2)  Lean Enterprise (23)
- Biomedical (10)  Measurement Quality (17)
- Chemical and Process Industries (4)  Product Safety and Liability Prevention (25)
- Customer-Supplier (15)  Quality Management (1)
- Design and Construction (20)  Reliability (8)
- Education (21)  Service Quality (16)
- Electronics and Communications (5)  Six Sigma (26)
- Energy and Environmental (11)  Software (14)
- Food, Drug, and Cosmetic (7)  Statistics (12)
- Government (22)  Team & Workplace Excellence (27)
- Healthcare (18)

Additional Forum and Division selections:  
 Regular or Associate member \_\_\_\_\_ x \$10 = \$\_\_\_\_\_  
 Forum/Division member \_\_\_\_\_ x \$31 = \$\_\_\_\_\_

### 4 Publications

| Quality Progress                          | Domestic | Canadian   | International | Price/cost                    |
|---|----------|------------|---------------|-------------------------------|
| Regular Member                            | included | included** | included**    | <input type="radio"/> \$_____ |
| Associate Member                          | \$55.00  | \$90.00    | \$90.00       | <input type="radio"/> \$_____ |
| Forum/Division Member                     | \$75.00  | \$110.00   | \$110.00      | <input type="radio"/> \$_____ |
| Electronic Only                           | \$55.00  | \$55.00    | \$55.00       | <input type="radio"/> \$_____ |
| Air Service Fee                           | n/a      | \$30.00    | \$35.00       | <input type="radio"/> \$_____ |
| Six Sigma Forum Magazine                  | \$45.00  | \$65.00*   | \$70.00       | <input type="radio"/> \$_____ |
| Journal of Quality Technology             | \$30.00  | \$51.00*   | \$49.00       | <input type="radio"/> \$_____ |
| Software Quality Professional             | \$45.00  | \$65.00*   | \$70.00       | <input type="radio"/> \$_____ |
| Quality Management Journal                | \$50.00  | \$80.00*   | \$74.00       | <input type="radio"/> \$_____ |
| Quality Engineering                       | \$34.75  | \$51.25*   | \$51.25       | <input type="radio"/> \$_____ |
| Technometrics                             | \$30.00  | \$30.00*   | \$30.00       | <input type="radio"/> \$_____ |
| The Journal for Quality and Participation | \$45.00  | \$65.00*   | \$70.00       | <input type="radio"/> \$_____ |

\*\*If you do not choose the airmail option, delivery can take approximately 8-12 weeks.  
 \*GST included

Total of all magazines and journals \$\_\_\_\_\_

**TOTAL OF ALL ITEMS (1-4):** \$\_\_\_\_\_

Please submit your application with remittance to:

|  |  |
|--|--|
| <b>ASQ</b><br><b>P.O. Box 3066</b><br><b>Milwaukee, WI 53201-3066</b><br>or fax to 414-272-1734. | You may also join online at <a href="http://www.asq.org">www.asq.org</a><br>or by calling ASQ Customer Care at<br><b>800-248-1946</b> (United States and Canada only),<br><b>414-272-8575</b> , or<br><b>001-800-514-1564</b> (toll free in Mexico). |
|--|--|

New memberships are effective upon receipt of payment. New members receive one year of membership from the date they join. Members are billed prior to the anniversary date of their membership for next year's dues. Memberships, even those paid by employers, are nontransferable. All prices are subject to change.

In becoming an ASQ member, you have the duty to follow the ASQ Code of Ethics and Society governing documents.



# ASQ Certification Transform your career

**Transform your career with the organization that has been improving quality for more than 60 years.**

ASQ professional certifications showcase your industry expertise. Embracing this knowledge is the gateway to expanding your professional opportunities while maximizing your current position. Make ASQ your solution for career-boosting certifications.

**ASQ certification exams include:**

- Software Quality Engineer (CSQE)
- Quality Improvement Associate (CQIA)
- Quality Auditor (CQA)
- Quality Engineer (CQE)
- Reliability Engineer (CRE)
- Six Sigma Green Belt (CSSGB)
- Six Sigma Black Belt (CSSBB)
- Manager of Quality/Organizational Excellence (CMQ/OE)
- Software Quality Engineer (CSQE)

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