Hello to all.

I pray that this newsletter finds each of you well and healthy. As we are all aware, our communities around the world are being challenged on multiple fronts by the presence of the COVID-19 virus. These challenges are not only to our health, finances, and mobility but can impact our individual well-being.

It is important to be aware of and practicing the recommended procedures. In the event you’ve not been notified, here is the topline summary of recommendations.

1. Maintaining six feet of distance from each other when out in public
2. Wear a mask or mouth covering when in public
3. Don’t gather in groups larger than 10
4. What is it? Oh yeah, WASH YOUR HANDS for 20 seconds or more

As quality professionals, we are accustomed to defining, auditing and improving processes. We follow these actions with documenting procedures to ensure effective communication and maintain our gains in efficiency. There is a place for our skills and passion in this global event but right now it is to follow the prescribed procedures and process listed above.

While we are practicing social distancing, we don’t have to be socially distant. There’s a difference. Our society is changing. What we get out of the changes at hand, aside from fear and confusion, is largely up to us. We remain committed to our purpose, principles and practices in good and less than optimal times. In this, take comfort faith that a better tomorrow that is not yet seen but is strongly hoped for and pursued after. Also, hold fast to the communities to which we to belong, care for and seek to serve.

Events have disrupted our scheduled events for March and April. Ryan Politis of the Service Quality Division, Customer Driven Superior Service workshop has been rescheduled for Friday, August 21st. Kaiwen Chen of Queen City Robotics Alliance scheduled for April 21st is currently seeking future dates to reschedule. Finally, as many of you know, the ASQ World Conference in Columbus, Ohio scheduled for May has been canceled.

We will continue to seek connections for educational opportunities during this social distancing period. I will be presenting a webinar titled, Absolute Value, where I will do an overview of the Value Engineer methodology and how it intersects with the quality continuum on Wednesday, April
15, 2020 at noon. Please see link for registration.

Finally, we will be hosting a weekly check in call of limited duration during our time apart. The call is titled Quality Living - Putting one foot in front of the other. It will be one hour in duration where we will have a facilitated session around an underestimated part of our everyday lives both work and personal, the qualitative dimensions. This will be an interactive call that we look to provide a platform to document the moment we are currently living in. This will be an opportunity to learn from one another and stay connected in the process. RUs will be available to those attending and contributing to the call. The first call is currently scheduled for Friday, April 24 from 6 p.m. to 7 p.m. You can attend through this link

Stay health in all ways!

Larry,

For contact email the Chair: LEDwards@sections.asq.org

Larry Edwards, CSSBB, PMP
ASQ Section Chair
About Our Section

ASQ Charlotte has a rich history dating back to its founding in February 1965, we are in the process of an exciting transformation as we continue a journey of continuous improvement.

Our Problem Statement – How do we continue to create more value for our stakeholders, make the Quality profession more relevant to the community, and increase the awareness of Quality?

Our Solution – Our mission is to create experiential quality development and learning opportunities that add value to our Members, the Business Community, and the Greater Charlotte Community.

Our long-term strategic initiatives are to:

- Develop and Implement a holistic Quality Education Strategy
- Diversify and Increase Membership Programming
- Scale Community Improvement Projects (e.g. NC Metrolina Association for the Blind)

We invite you to learn more and get involved as volunteer committee leader, committee member, instructor, or mentor/mentee by contacting our leadership team.

Monthly Member Gift Bundle

Monthly Gift!

We understand quality professionals across all industries and around the world are facing extreme challenges and disruption, both at work and in their personal lives.

ASQ is committed to finding ways to help you, our members, to continue to succeed and expand your knowledge more now than ever. One way we can help is by giving you more resources and tools you can use today to have an impact and make a difference.

In this month's gift you'll find ASQ resources, including:
Queen City Quality Digest
ASQ’s Charlotte Section Newsletter

- **Bonus Journals!** Enjoy open access to the new editions and the full archive of *The Journal for Quality and Participation, Software Quality Professional,* and *Lean & Six Sigma Review.*

- **New webcasts** including The Baldrige User’s Guide for Increased Competitiveness, Building the Business Case for Your eQMS Solution, and many more.


- **ASQTV videos** on Thorough Testing Techniques, Using TRIZ for Idea Generation, Creating a Project Management Portfolio, and more.

- **Other ASQ Resources,** including ASQ Newsletters, Standards Experts Blog, Career Planning Tools, and more.

Access Now

This exclusive member gift will be available through April 30, 2020.
Editor’s Exchange
Vincent Burris

Welcome to this month’s issue of the Queen City Quality Digest.

Our Section is excited about the new year and decade upon us. As part of this new year, our section is working in lockstep with the Geographic Communities Council (GCC) and Component Relations on five focus areas that will positively transform our organization.

The five focus areas are:

• **myASQ Finance** – To be the sole mechanism for financial transactions for US based sections.

• **myASQ** – the main engagement platform for sections and it will replace existing external websites. To stay updated, **ACTIVATE** your myASQ account [here](#) if you have not already! Our section will be transitioning our current website and newsletter over to this platform **effective April 2020**.

• **Contract Management** – Sections’ contracts reviewed and approved jointly by the respective Region Center and ASQ HQ.

• **Intellectual Property** – Sections use of ASQ Board of Directors approved contract templates for all meeting speakers, image and publicity releases, and copyright releases.

• **SharePoint** – All sections will be receiving modern SharePoint sites to serve as a central place to store all section-related documents.

Stay tuned in to our social media channels for more immediate updates, as well as our monthly newsletter.

Join us on LinkedIn: [ASQ Charlotte Section 1110 - Charlotte, NC](#)

Follow us on Twitter: [@ASQ_Charlotte](#)
Upcoming Webinar: Absolute Value

Description: We will visit concepts of value engineering and how it relates to our efforts to align “doing what is valuable first to doing it well or efficiently.”

Join Larry and fellow quality professionals in this pursuit of operational excellence from the designed inception to continuous improvement.

Join Zoom Meeting
https://zoom.us/j/254773462?pwd=ZHZGVmhxWE91WnBpZG9zT0phd2V5UT09
Meeting ID: 254 773 462
Password: 004454
One tap mobile
+13126266799,,254773462#,,#,004454# US (Chicago)
+16468769923,,254773462#,,#,004454# US (New York)
Dial by your location
+1 312 626 6799 US (Chicago)
+1 646 876 9923 US (New York)
+1 408 638 0968 US (San Jose)
+1 669 900 6833 US (San Jose)
+1 253 215 8782 US
+1 301 715 8592 US
+1 346 248 7799 US (Houston)
Meeting ID: 254 773 462
Password: 004454
Find your local number: https://zoom.us/u/adIHlfAyPr
**Employment Clearinghouse**

The Employment Clearinghouse is a local effort by the ASQ Charlotte section dedicated to communicating information relating to career opportunities for the section’s members. The companies provide the relevant information about the job openings and the Placement Chair posts them on the ASQ Charlotte website, on the ASQ Charlotte Group on the LinkedIn website, and at section meetings.

**This service is free to companies and ASQ members.** Interested members and potential employers can contact the Placement Chair, at placement@asqcharlotte.org

Click [here](#) for a current list of positions.

**Volunteer for Community Projects**

ASQ Charlotte is always interested in the growth of our members. One way in which we encourage growth is through volunteering. Giving of your time and talents can serve as a catalyst for learning, networking, and enhancing yourself and the quality community at large. Work with your local section in applying your lean six sigma, quality engineering, and other process improvement knowledge to better our city, county, and region.

For more information about volunteer opportunities, please contact our Community Outreach Chair at communityoutreach@asqcharlotte.org

**Member Surveys**

**Voice of the Customer (VoC)**

Our members are the pulse of the organization. The board wants to hear from you, as we continue planning member offerings for the ASQ Charlotte section.

Click the links below to share your wants and needs as a member of the ASQ Charlotte Section.

- Member Interest Survey
- Mentorship Interest Survey

The VoC Chair can be reached at voc@asqcharlotte.org
Upcoming Training, Certification, & Testing Dates

COVID-19 Updates:
ASQ, like the general public, is concerned about the growing spread of COVID-19 (coronavirus). This is an emerging, rapidly evolving situation. The health and safety of our members, customers, instructors, and staff is of utmost importance.

Our staff will continue to monitor and evaluate this ever-changing situation and provide updates on scheduled events and services on this page.

World Conference on Quality and Improvement
ASQ has made the decision to cancel WCQI. For those who have registered for the conference, you do not need to take any action to cancel. ASQ will handle the cancellation process and you have the option to have the funds held on your account for use on any other ASQ event or purchase through December 31, 2021 or be refunded. If you’d like a refund, please contact help@asq.org.

World Conference on Quality and Improvement 2021 will be held in Anaheim, California May 23-26. Save the date!

Training
We are continuously evaluating decisions to cancel or reschedule in-person courses. Course registrants will be notified directly of any changes made. Please contact ASQ Customer Care with any questions or concerns at help@asq.org.

Courses scheduled in April or May
We have decided to cancel our April course offerings in Tucson, AZ, and our May offerings in Salt Lake City, UT and Columbus, OH. We are actively working on providing alternative classroom dates later in 2020 as well as providing select virtual offerings. We will communicate those options to you as they become available.

You do not need to take any action to cancel. ASQ will handle the cancellation process and you have the option to have the funds held on your account for use on any other ASQ training or event purchase through December 31, 2021 or be refunded. If you’d like a refund, please contact help@asq.org.

Exams
ASQ's testing partner Prometric has determined it is necessary and appropriate to temporarily close all Prometric testing centers in the United States and Canada for a period of 30 days, starting March 18. This step is being taken to further protect the health and well-being of the
individual test takers and Prometric staff. Prometric anticipates reopening test centers effective April 16.

What's Next?

- ASQ has extended testing window dates to include the entire month of April, May, June, and July to increase appointment time availability for candidates.

- ASQ has extended your eligibility period an additional 90 days (which includes two additional testing windows) to allow for greater flexibility for each candidate.

- Your exam appointment can be rescheduled freely online within the next 24 – 48 hours by logging in to https://www.prometric.com/test-takers/search/asq.

- Due to unprecedented volumes on Prometric phone lines and email requests, responses during this time will be significantly delayed. We encourage you to reschedule online in order to avoid those delays. You can also contact cert@asq.org for further questions.

Contacting Customer Care

Given the dynamic circumstances, we are experiencing an increase in contact volumes and longer than normal wait and response times. Our service remains our top priority, and we are doing everything we can to honor our commitment to supporting you and continuing the Society’s business operations.

We thank you for your understanding, patience, and loyalty as we work toward implementing extra precautions during these unpredictable times.
## Upcoming Conferences

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Location</th>
<th>Link</th>
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<tr>
<td>FREE <a href="#">WCQI Virtual event</a></td>
<td>May 6, 2020</td>
<td>Virtual</td>
<td><a href="#">WCQI Virtual event</a></td>
</tr>
<tr>
<td>ASQ World Conference on Quality and Improvement 2021</td>
<td>May 23-26, 2021</td>
<td>Anaheim, CA</td>
<td>Save the Date!</td>
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Collaborations, Partnerships, & Sponsors

Bisk is happy to announce our launch with ASQ Charlotte! We recognize the importance of ASQ’s mission to create experiential quality development and learning opportunities that add value to their members, the business community, and the Greater Charlotte Community.

Programs are available in a wide range of disciplines, including:

- Agile
- Project Management
- Lean & Lean Six Sigma
- Business
- Leadership
- Information Technology
- Business Analytics
- And More

For more details on how you as an ASQ Charlotte Member can benefit from this amazing partnership, click here.
## Board Members

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<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Contact</th>
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</thead>
<tbody>
<tr>
<td>Section Chair</td>
<td>Larry Edwards</td>
<td><a href="mailto:chair@asqcharlotte.org">chair@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Secretary</td>
<td>India Hall</td>
<td><a href="mailto:sec@asqcharlotte.org">sec@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Treasurer</td>
<td>Vincent Burris</td>
<td><a href="mailto:fin@asqcharlotte.org">fin@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Nominating Committee Chair</td>
<td>Angela Simmons</td>
<td><a href="mailto:nomination@asqcharlotte.org">nomination@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Audit Chair</td>
<td>Audry Luwungu</td>
<td><a href="mailto:section.auditor@asqcharlotte.org">section.auditor@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Placement Chair and Technology Chair</td>
<td>Janna Christenbury</td>
<td><a href="mailto:placement@asqcharlotte.org">placement@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Community Outreach Chair</td>
<td>Carolyn Minnock</td>
<td><a href="mailto:communityoutreach@asqcharlotte.org">communityoutreach@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Membership Chair</td>
<td>Ted Hessing</td>
<td><a href="mailto:membership@asqcharlotte.org">membership@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Newsletter Editor</td>
<td>Vincent Burris</td>
<td><a href="mailto:news@asqcharlotte.org">news@asqcharlotte.org</a></td>
</tr>
<tr>
<td>Regional Director (Region 11A)</td>
<td>Tyrone Crossland</td>
<td><a href="mailto:tcrossland@carolina.rr.com">tcrossland@carolina.rr.com</a></td>
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