Greater Fort Worth ASQ Section 1416

Excellence Through Quality ™

SECTION MISSION

To serve the needs of our membership and the community by providing a local forum for information exchange, professional support, and continuous learning

Section Chair Message

Hello Greater Fort Worth members,

We look forward to seeing you at the Professional Development Meeting in person at Diamond Oaks Country Club on November 5. Come and play *Quality Jeopardy!*, network with Quality Professionals, and learn how a city practices continuous improvement. I know that your efforts to drive quality, improvement, and excellence make a lasting impact throughout North Texas every day.

Our section is already planning for 2027. The result of our section election will be announced in November and our business plan and budget is undergoing final review.

Please consider joining our leadership team and get more involved. You will get more out of being a member! Please reach out to me and we will find the perfect fit for you.

This November, our section is proud to support the **Tarrant Area Food Bank**. I encourage you to participate by donating non-perishable food items or making a financial contribution to help families facing food insecurity. Donation Link

The December PDM is our annual toy drive and more info will be in the next newsletter.

Thank you for your continued engagement and support of the Greater Fort Worth Section. Together, we make a difference both in our profession and in our community. We are looking forward to seeing you next Thursday!

Jill Freer
Greater Fort Worth Section 1416 Chair
freerjill@gmail.com

www.asqfortworth.org

Table of Contents:

PD Meeting
WCQI Call for Volunteers
RU Opportunities
Webinars
Down the Road
Resources
Section Leadership

Professional Development Meeting
Diamond Oaks Country Club
November 5th

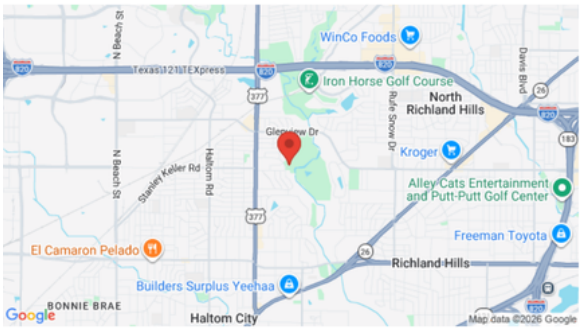
Meeting Plan:
5:30 – Check-in / Networking
6:00 – Tutorial (30 min)
6:30 – Dinner
7:15 – Recognition and What's Happening Meeting
7:30 – Program Speaker (45 min)
8:30 – Dismissal

Please note that Diamond Oaks charges a room fee in addition to the meal cost. As a result, we charge a $6.00 fee for everyone, including those who do not wish to have a meal.

Reservations for meals must be completed by NOON on TUESDAY to order enough food.
Meals (including seat fee) are $25 in advance, $30 after deadline. No cancellations or refunds after noon Tuesday for no-shows unless the event is cancelled.

Location:
5821 Diamond Oaks Drive North,
Fort Worth, TX 76117-2862

TRAFFIC ALTERNATIVES:
From north, use TX114 to US377 south
From east or downtown, take TX10 to US377 north



Link to Meeting Details and Registration

Skip the Details - I Want to Register Now!

Program: "Your Tax Dollars Hard at Work on Process Improvement"

This presentation will explore how the Development Services Department of the City of Fort Worth (the 10th largest city in the US) is applying Lean Six Sigma principles to streamline the development process, reduce waste, and deliver services more efficiently for City staff and the public. These efforts have resulted in the City being named #1 in the nation for permitting efficiency for 2025 by Labrynth's 2025 Red Tape Index 500. Through real-world examples, we will highlight how data-driven decision-making, continuous improvement, and cross-department collaboration are transforming project delivery - resulting in faster approvals, lower costs, and better outcomes for the community.

Speaker: Ken Frame, LSSMBB, City of Fort Worth

Ken is the Business Process Manager for the Development Services Department at the City of Fort Worth and has been in this role for 4 years. Prior to this he worked in the medical textiles and medical device industries for 16 years. He is a Lean Six Sigma Master Black Belt and has been leveraging the Lean Six Sigma principles for over 12 years. Ken holds a BS in Business Management and an MBA.

Tutorial: "Quality Jeopardy!"

Think you know Quality? Put your knowledge to the test in this fast-paced game of Quality Jeopardy! Challenge yourself and your colleagues with fun questions covering quality tools and terminology. Come ready to play, learn, and maybe discover that your quality knowledge is stronger than you thought!

Speaker: Jill Freer, CSBB, CQE, ASQ Greater Fort Worth Section Chair

Jill spent her career primarily at defense aerospace defense companies, including Lockheed Martin, Northrop Grumman, Boeing, Bell Helicopter, Parker Stratoflex, and the U.S. Army Yuma Proving Ground. She led process improvement projects, managed a team of supplier quality engineers, and conducted weapons testing.

TARRANT AREA FOOD BANK

Outreach: Food Drive

Join our effort to support the Tarrant Area Food Bank, which works to provide children, families, and seniors with access to nutritious food. Bring shelf-stable items to the PD meeting; credit-card contributions can be made via the QR code or this link. Together we'll can strengthen our community this fall.

Call for Conference Volunteers Coming in November

The call for conference volunteers from the local sections is expected to occur on November 2nd. There will be limited slots available, so watch your email and respond before the deadline. In exchange for a specified number of hours worked during the conference - typically 8 - selected individuals receive a steeply discounted conference rate ($269 compared to $1,249 early registration). This is a rare opportunity to attend a WCQI without travel costs.

See the Oct 27 myASQ message from our Section Chair for more details.

Women in Quality Symposium

The 6th WiQS offers new perspectives, learning from ASQ Fellows, and fresh ideas.

Attend this virtual conference for $99 ($69 for Member leaders and $49 for Students) and get a full day of info & 1 RU. For more information and to register, go to:

asq.org/conferences/women-in-quality.

Recertification Unit (RU) Earning Opportunities

- PDM = 0.3 RU for F2F (includes Meeting and Networking time), 0.25 RU for remote PDM
- Give a Presentation - 1.0 RU per presentation (tutorial speakers wanted!)
- Attend Webinars – 0.1 RU per hour (see below and www.myasq.org > search Events)
- Attend the ASQ Fort Worth Conference - April 2027 – 1.0 RU for the day
- Attend the ASQ World Conference on Quality & Improvement - May 2027 – 2.5 RU for entire event
- Attend the Section Facility Tour – June 2027
- Section Leadership Role – 1.5 RU per year
- Volunteer at other organizations / Mentor others – 0.1 RU per hour (maximums apply)
- Get Certified – 2.0 RU for ASQ certification, 1.0 RU for other professional certifications (initial cert)

Online Events to Expand your Quality Knowledge and Earn RUs

For November 2026 - ASQ Section and Division Opportunities

All times are Central Daylight Time

Training courses are **BOLD** with the start date of series

Please note events may be added or changed after this newsletter is distributed - see myASQ Events for the most up-to-date information. Some events charge a fee.

Date & Time	Event Name, Link & Sponsor
Nov 1 - 12:00 PM	Mastering metrology webinar series (Measurement Quality Division)
Nov 2 - 4:30 PM	AI in Quality and Manufacturing Digitalization (Ann Arbor Section)
Nov 2 - 6:00 PM	Enhancing innovation with Human–AI creative problem-solving (Montreal Section)
Nov 3 - 6:00 PM	Creative problem solving for government innovation (Government Division)
Nov 4 - 5:00 PM	Hack your energy to master your productivity (Quality Management Division)
Nov 5 - 10:00 AM	ISO Double Jeopardy: Learning how to Audit ISO 9001:2026 with ISO 19011:2026 (ASQ Excellence Roundtable)
Nov 5 - 12:00 PM	Reducing the cost of quality through training and certification: Developing a training plan and leveraging certifications to drive success (Electronics and Communications Division)
Nov 5 - 8:00 PM	Applying artificial intelligence to quality and reliability engineering for high volume manufacturing (Seattle Section)
Nov 9 - 7:00 AM	DFMEA training (Southeast Florida Section)
Nov 9 - 6:00 PM	HQIC Healthcare Quality Conversations - To Err Is Human (Healthcare Division)

Date & Time	Event Name, Link & Sponsor
Nov 10 - 5:00 PM	Project management fundamentals (Joint Philadelphia and Baltimore Sections)
Nov 10 - 6:00 PM	The RAISE Framework: A governance model for AI risk in financial reporting and audit (Inspection Division)
Nov 10 - 8:00 PM	Introduction to Reliability Engineer / SSBB certification (Cascades PNW Section)
Nov 11 - 12:00 PM	Lessons learned from over 25 years of process improvement experience (Lean Enterprise Division)
Nov 11 - 5:00 PM	Structured system management as an essential QMS plug in (Quality Management Division)
Nov 11 - 5:00 PM	**Certified Six Sigma Yellow Belt refresher course (Grand Rapids Section)**
Nov 11 - 6:00 PM	Ranger outings: A year in review (Northern Virginia Section)
Nov 12 - 11:00 AM	Design and analysis of experiments assessing handheld RFID readers in complex environments (Chemical and Process Industries Division)
Nov 12 - 6:00 PM	ISO 9001:2026 – What's changing and what it means for you (Joint AL/KY/MS/TN Sections)
Nov 12 - 6:00 PM	Innovation against the odds: Firm level success in Caribbean innovation ecosystems (Innovation Division)
Nov 12 - 7:00 PM	Metrics that matter: Connecting strategy, action and results (Phoenix Section)
Nov 12 - 7:00 PM	The silent voice of the customer: Finding hidden opportunities (Greater Fort Worth Section)
Nov 13 - 11:00 AM	What's new in ISO 9001? What changed, why it matters, and what's next (Audit Division)
Nov 17 - 6:00 PM	Value stream mapping (Washington, DC & Maryland Metro Section)
Nov 18 - 5:00 PM	The Future of Quality is Now: Quality 4.0 to 5.0 -From Digital Intelligence to Human-Centric Excellence (Quality Management Division)

Date & Time	Event Name, Link & Sponsor
Nov 18 - 5:30 PM	Beyond the clinical trial: Using real-world data across the device lifecycle and vetting the vendors (Joint Minnesota Section and Medical Device Division)
Nov 19 - 2:00 AM (Yes, 2 AM CST!)	Beyond BPM: Introducing economic process modeling (EPM) (Australia and New Zealand Section)
Nov 19 - 11:00 AM	Artificial intelligence in quality management (Worcester Section)
Nov 19 - 2:00 PM	Contractual levers for quality assurance (Customer-Supplier Division)
Nov 19 - 6:45 PM	Build the same report for every audience: A trustworthy AI briefing workflow (Boulder Section)
Nov 20 - 11:00 AM	Building information management isn't just for design coordination (Design and Construction Division)
Dec 1 - 4:00 PM	**Certified Quality Inspector certification preparation (Inspection Division)**
Dec 1 - 6:00 PM	Employing the Kano model to understand the voice of the customer (St. Louis Section)
Dec 1 - 9:00 PM	Data, Story, and Relationship (Hawaii Section)
Dec 3 - 6:00 PM	Innovations within AI, data, and the supply chain (Innovation Division)
Dec 4 - 11:00 AM	Optimizing team dynamics (Government Division)

Upcoming Webinars

We are hosting two webinars for the section before the end of the year, and are planning one for March 2027.

November 12, 7 PM - "The Silent Voice of the Customer: Finding Hidden Opportunities"
Speaker: Rai Chowdhary

If you think the Voice of the Customer can be fully understood by asking customers - think again! When asked what they want in future products or services, customers often focus on what they already know, expressing needs and wants that extend their existing experience. This can leave unspoken expectations and breakthrough opportunities undiscovered. Rai will share real life examples and a case study.

Key takeaways

- Identify whose expectations matter by distinguishing customer types and categories.
- Learn techniques to discover unspoken customer needs.
- Apply failure and risk analysis early to sharpen basic requirements.
- Recognize opportunities to incorporate features customers never thought to request.

Register **here**

December 10, 7 PM - "From Intention to Implementation: Getting Meaningful Work Done"
(Rescheduled from October)
Speaker: Kathy Goller

Good plans and worthwhile projects don't always translate into action. Even when we know what needs to be done, competing priorities, unclear next steps, and overwhelm can keep important work from moving forward.

In this practical, interactive session, we'll explore what helps turn good intentions into steady progress. You will learn a simple process for clarifying what matters, mapping the actions needed to move a goal or project forward, and turning those ideas into a workable action plan. You'll have an opportunity to apply the process to a current goal or project and leave with a clearer, more workable path forward.

Register **here**

March 23, 2027 - Speaker will be David Goldberg, a speaking analyst and presence coach for leaders, politicians, athletes, and sales teams. Topic is still being developed. Stay tuned!

Section RU Tracking to be Discontinued

For many years, the Section has maintained records of individual members' participation in our events, such as PD meetings, tours, and the Cowtown Roundup, as a service to support certification renewal requirements. As participation in certification programs has declined and fewer members now hold certifications, the value of maintaining these records has diminished. In addition, increasing privacy and data protection requirements from ASQ preclude the Section from retaining personal information for members over extended periods. Changes to the Recertification requirements have also made the database structure (developed over 20 years ago) difficult to maintain.

As a result, the Section will discontinue tracking individual member RUs effective **December 31, 2026**. Beginning in 2027, members will be responsible for maintaining their own RU records and supporting documents needed for certification renewals. The ASQ online Recertification Journal makes it easy to capture RUs during the cycle and submit the application, and avoid lost documentation issues. There is a webinar recording on myASQ with guidance on the process. **Rob Chastain** can provide an RU report - send him an email request and include the certification starting period.

Down The Road

Professional Development Meetings

Dec 4 – F2F PDM at Diamond Oaks – Program Speaker and Tutorial

Jan 7 – F2F PDM at Diamond Oaks – Program Speaker and Tutorial

Feb 4 – F2F PDM at Diamond Oaks – Program Speaker and Tutorial

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ASQ-related Conferences

ROC Excellence 2026
November 5, 2026 - Henrietta, NY

BOSCON 2026 Next-Gen Quality - Where Innovation Meets Assurance
November 5 - 6, 2026 - Woburn, MA

Pacific Region Quality Conference 2026
November 7, 2026 - Hybrid event: Virtual; Diamond Bar, CA; and San Francisco, CA

Quality Government Day 2026 - The Future of Quality in American Government
November 19, 2026 - Virtual

ASQ Puerto Rico Quality Conference 2026
November 20, 2026 - Ponce, Puerto Rico

ASQ Vancouver Conference
November 25, 2026 - Burnaby, BC

Women in Quality Symposium
December 3, 2026 - Virtual

QXCON - The Human Side of Quality
December 3, 2026 - Tamarac, FL

Lean and Six Sigma Conference
February 28 - March 2, 2027 - Louisville, KY

2027 CQSDI - Innovate with Purpose: Deliver Quality Without Compromise
March 9 - 10, 2027 - Cape Canaveral, FL

World Conference on Quality & Improvement
May 23 - 26, 2027 - Grapevine, TX

ASQ Audit Division Conference 2027
September 29 - 30, 2027 - Rosemont, IL

Resources

Monthly Member Gift

The October bundle is on Optimizing Quality Documentation. Other monthly resource bundles from 2026 are also available.

ASQ NextGen Mentoring

Are you new to Quality and seeking guidance on the field from someone more experienced? Are you a seasoned Quality professional looking to give back? If so, ASQ has a program for you, called **Mentor Match**, an online networking and career development tool within myASQ that helps you find, connect, and share experiences with others. There is zero cost to participate. The process is simple - ensure your myASQ profile is up-to-date, them register as a Mentor or Mentee. Search the Mentor Program Directory to find an appropriate match for your interests and make the connection. The rest is up to the individuals to determine the scope and duration of the mentoring relationship. Participants in the program, both mentor and mentee, can receive 0.1 RU per documented hour, up to 1.5 RU per 3-year recertification cycle.

Questions? See the **Mentor Match FAQs** on myASQ.

Senior Membership

Do you have at least 10 years of professional experience, one year of ASQ membership and meet one of the following criteria?

- Have conducted quality-related engineering, inspection, audit or statistical work, or applied the methods and principles of quality on the job for at least two years
- Have taught quality or related arts or sciences at an accredited institution for at least two years
- Have been a Senior member or comparable type in a recognized professional organization
- Currently hold an ASQ certification that requires recertification

If so, you are eligible to upgrade to a **Senior Membership**. There is no additional cost, but you receive an additional benefit - either a journal subscription or membership in an additional section.

December Recertification Cycle

The December Recertification cycle is fast approaching - now is the time to start getting your RU documentation together. You can submit the application online using the Recertification Journal. While there is a 60-day administrative grace period to submit documentation, all activities must be completed during the certification period.

If you have further questions, contact our Recertification Coach, **Peter Hoi.**

December Certification Exams

Interested in building your skills, strengthening your professional profile, and taking the next step toward achieving your career goals? Consider obtaining an ASQ certification. The application deadline to take a certification exam in December is November 9. Nine certifications are offered during this testing window: CSSGB, CQIA, CQA, CQPA, CCQM, CQE, CSQE, CCT, and CPGP. See the ASQ **Certification Catalog** to learn more and find the right certification for your goals.

Section Leadership

The Section Leadership Team is seeking members:

Several roles exist (small and large)

- Many don't require another meeting
- Work remotely per your availability
- Earn 1.5 RU for each year of service

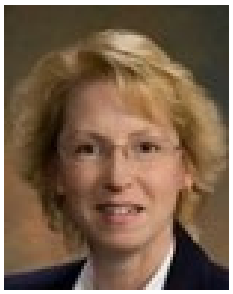
Secetary
- Participate in Leadership Committee meetings, send out agendas and minutes.

PDM Photographer
– Pictures of Speakers, Recognition, etc.

Sponsorship Coordinator
– Recruit & coordinate Sponsor PDM participation (just 4/year)

Section Leader Monthly Meetings

Open Invitation for members to attend any LC meeting on the 3rd Tuesday of each month – 6:30-8:00 PM.
For a Teams Call invitation, contact the Section Chair at freerjill@gmail.com

2026 Section Officers

Section Chair	Vice Chair	Treasurer	Secretary
Jill Freer	Paul Amira	Brent Duelm	Vacant