



Blue Ridge
Section

November Meeting Announcement

Visit our website
www.asqsection1108.org

Topic: *Maximizing the Yield and Minimizing the Damage from Performance Metrics*

Date: Wednesday, November 17, 2009

Speaker: Duke Okes, CMQ/OE, CQE and CQA

Location:

Holiday Inn Golf & Conference Center
152 Fairway Lane
Staunton, VA 24401

Menu: Beef and Chicken, Potatoes, Vegetable, Salad,
Rolls, Tea or Coffee, Dessert

Cost: \$25.00. Cash or check only, accepted at
registration.

Time: 6:00PM – Registration - Social
6:30 PM - Dinner
7:00 PM – Program

Please contact Ray Schumin at rschumin@cadenceinc.com or by phone at (540) 290-2797 by **Friday, November 13th**.

Directions:

Exit 225 I-81 Staunton, Virginia

Presentation

“Maximizing the Yield and Minimizing the Damage from Performance Metrics.”

Although metrics are a necessary component for managing organizational performance, they often elicit behaviors at odds with actual needs. This presentation will discuss the processes of selecting and using metrics, looking at them from both the psychological and business perspective. A significant focus is placed on deploying metrics that add business value rather than simply tracking performance.

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On Wednesday, **November 18th**, Mr. Okes will conduct a workshop sponsored by ASQ Section 1108 titled **“Improving Root Cause Analysis.”** See separate mailing for details.

Speaker

Duke Okes has consulted with organizations for more than 24 years, focusing on process management and the use of data to control and improve quality. He is an ASQ Fellow and is certified as a CMQ/OE, CQE and CQA. He holds degrees in technology, business and education and is an instructor for ASQ, the Caribbean Institute for Quality, Mid-South Quality and Productivity Center, and several other providers of quality-related training. He is the author of “Root Cause Analysis: The Core of Problem Solving and Corrective Action,” as well as dozens of articles in publications such as Quality Progress, The Auditor, and APICS- The Performance Advantage.



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