



The Variant

www.asqsefla.org

Section 1510 with Section 1515

Nov 2008



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Employment ads updated daily and
are posted on the website,
www.asqsefla.org

Section 1510 Website

www.asqsefla.org

Section 1515 Website

www.asqpalmbeach.org

See All Section Activities
Certification Refresher Classes
Section Dinner Meetings
and On-Line Registrations

Message from the Section 1510 Chair by Rich Eggleston

Hello to all Section 1510 members. Speaking for the board members we all hope to see you at our next Dinner meeting which will be held at Don Shula's in Miami lakes on November the 11th. Our speaker will be Vimarie Ortiz her topic will be "IMPROVING PROJECT MANAGEMENT THROUGH LEAN PRINCIPLES" be sure to sign up and join us. (see page 6 for more information and check the web site... www.asqsefla.org) speaking of the web site be sure to visit often to keep up with our section activities and links to other Quality issue sites.

The early planning stages of our annual Performance Excellence Showcase are taking place, so of you that will be presenting a team or a storyboard start getting ready if you haven't already..... (More to come on this)

All of section 1510 would like to congratulate our three scholarship award winners, they are Ashley Bisnow, Hawantie Shamkarran and Robbie Pintavalle and we wish you continued success with your studies. Check out their essays on www.asqsefla.org.

See you at the next meeting.....TAKE CARE!

Who said "QUALITY IS NOT AN ACT, IT IS A HABIT?"

answer in next month's newsletter

Message from the Section 1515 Chair by Jay Stahan

From the Section 1515 Leadership Team, Hello to South Florida ASQ Members !

We are entering the fall season which means a very active time for Section 1515. Within this edition of the *Variant*, you will see various announcements of our activities planned for the coming year (November – June). I invite you to review the activities and select those activities that will provide a learning experience for you. Some events are planned using our monthly meeting format. However, notice we also offer on-site venues for learning of Best Practices, as well as webinar meeting events. We also have scheduled the events at different times during the day to further minimize intrusion into your after work activities. And we continue to invite you to present a Best Practice of your business or organization.

We have completed our first webinar having an educational purpose, Lean Project Management, presented by Vimarie Ortiz. Vimarie presented an insightful (and very colorful) presentation on how to monitor and eliminate waste in project management, satisfy the requirements of stakeholders, and thereby improve project profitability. It is a lesson applicable to all quality professionals as our profession is constantly involved

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Section 1510 Monthly Meeting Email Reminders!

If you would like to receive an E-Mail reminder of Section 1510 Monthly Dinner Meetings, please send a valid e-Mail address in the body of your response to Section 1510 Arrangements Chair Pablo Diaz at pdiaz@bellsouth.net

. Please place in Subject Line: "ASQ Meeting Reminder"

Section 1510 ASQ Certification Refresher Classes

To participate in an ASQ refresher class, please sign up on the web page at www.asqsefla.org. If you have a question regarding registration or class site, call Mayra Bisnow, Education Chair, at 954-478-0384 or email mbisnow@gmail.com. For course content questions, textbooks, or ASQ certification, contact Eleanor Chilson at 954-661-5197. Please sign up at least three weeks before the scheduled class start to assure you have the textbook at first session. Any classes that do not register a minimum of five students will be cancelled. *All classes are refresher classes.*

Class	Class Name	CEU's	Fee Includes materials, handouts and text where applicable	When	Time Classes are 5:30 pm to 8:30 unless otherwise listed	Instructor
IA	Internal Auditing for Quality Systems	1.0	\$175	February, October or by request	One day Seminar 8:30 am—5:30 pm	Kannan Krishnan CQE, CQA, CQMa, CQIA, CSSBB, CQPA
CQT	Certified Quality Technician	2.7	\$300	January, August	9 sessions	Eleanor Chilson CQE, CQMa, CQA, CQIA and Andy Vouloukos CQE, CRE
CMQ/OE	Manager of Quality / Organizational Excellence	2.7	\$350	January August	9 sessions	Kannan Krishnan
CQE	Certified Quality Engineer	3.0	\$350	March September	10 sessions	Jim Carbone, CBA, CQA, CQE, CQMa, Robert Pintavalle CQMa, CQE, CQA, CSSBB
CSQE	Certified Software Engineer	2.4	\$275	March September	8 sessions	Mercedes Massana CSQE, CQA
CQA	Certified Quality Auditor	2.7	\$275	March September	9 sessions	Eleanor Chilson
CQIA	Certified Quality Improvement Associate	2.4	\$275	March September	8 sessions	Kannan Krishnan
CQI	Quality Inspector	2.4	\$275	January August	8 sessions	Eleanor Chilson
CRE	Certified Reliability Engineer	3.0	\$350	January August	10 sessions	Andy Vouloukos
BPR	Blueprinting Reading	2.4	\$275	TBD	8 sessions	Eleanor Chilson
CCT	Certified Calibration Technician	2.4	\$275	March September	8 sessions	Fred King - CCT
CSSBB	Six Sigma Black Belt	3.0	\$350	January August	10 sessions	Kannan Krishnan & Purav Panathula CQE, CSSBB, CQMa
EEKK	Education Excellence: Koalaty Kid Program	1.0	\$175	TBD	One Day Seminar	Dennise Suarez, Amarilis Acosta, Donna Inglis
DOE	Design of Experiments	3.0	\$300	TBD	TBD	Robert Pintavalle
CSSGB	Six Sigma Green Belt	2.7	\$350	March September	9 sessions	Kannan Krishnan & Purav Panathula
CBA	Certified Biomedical Auditor	2.7	\$275	January August	8 sessions	Jim Carbone

For Certification Exams dates and locations, please visit the ASQ Certification website at www.asq.org

Florida Sterling Region 6 Performance Excellence Showcase is Coming

Get ready now for the 2009 Performance Excellence Showcase. With costs escalating and resources tight, now is the time to showcase your quality improvement team and gain new best practices from others. The showcase is scheduled for March so there's plenty of time to get ready. Watch for more information in the newsletter and our website, www.excellenceshowcase.org. Criteria is also available at www.floridasterling.com



ASQ's 16th National Quality in Education Conference (NQEC) November 16-18, 2008 Reno, Nevada

This year's conference theme is "Solving Tomorrow's Challenges: Educating for 21st Century Skills."

For full conference info go to:
<http://nqec.asq.org/index.html>
You can use the registration tab on the page.

You can also register by phone!
Call ASQ at 800-248-1946 and have your registration and credit card information ready.

Six Sigma Green Belt Training

Sponsored by ASQ Section 1510

Program details:

- Designed for Six Sigma enthusiasts who will perform or facilitate process improvement activities
- Suitable for all areas and all levels within an organization
- Nine Saturday sessions from 8:30 AM to 5 PM starting TBD. Classes planned to begin in March and October pending sufficient registration.
- Location: TBD
- Cost \$2500 per participant (Breakfast and Lunch included) Grant money may be available to organizations through the State of Florida. For details go to www.workforceflorida.com under 'Incumbent Worker Training'.

Certification Program includes:

- Six Sigma methodology and DMAIC roadmap
- Hands on workshops on Six Sigma process improvement tools
- Hands on training on use of Minitab Software
- Successful completion and presentation of a strategically linked process improvement project.
- Six Sigma Handbook by Thomas Pyzdek and Six Sigma Memory Jogger presented as reference material

Instructors are Six Sigma Black Belt practitioners certified by ASQ:

Kannan Krishnan CSSBB, CQMa, CQE, CQA, CQIA, CQPA
Purav Panathula CSSBB, CQE, CQMa

Program Benefits:

- Competitively priced to accommodate individuals and company sponsored employees
- Credibility of the certifying body (ASQ Section 1510)
- Weekend program
- Included in this program (not in most other Green Belt Certification Programs): Use of Minitab Software, Design Of Experiments (DOE)
- Coverage of the 'Certified Quality Improvement Associate' (CQIA) Body of Knowledge
- EU Points for ASQ re-certification: 6.0

Prerequisites:

- Laptop preferred but **not** mandatory
- Basic math skills

Requirements for Certification:

- Attend a minimum of 6 sessions
- Present a completed project

For registration and additional information please contact section Education Chair Mayra Bisnow, Education Chair, at 954-478-0384 or email mbisnow@gmail.com. You may also register through our section website www.asqsefla.org

Section 1510 Mission

To foster a dynamic environment that will:

- *Enable section members to network with peers*
- *Provide seminars and courses on the latest quality related tools and topics to facilitate their implementation in the manufacturing and service industries*
- *Lead section members into developing their potential through ASQ certification*

ASQ 1515 November Event Design for Six Sigma (DFSS): An Award Winning Case Study at Tyco Sensormatic

Tyco Sensormatic based in Boca Raton, designs and manufactures Loss Prevention products for major retailers. Among the products offered are anti-theft tags and labels. Several years ago, a major retailer and partner challenged Sensormatic to develop a one-time use security tag. The development team used Design for Six Sigma techniques to bring an innovative tag to market that achieved that goal while meeting the cost targets of our customer.

In 2007, the team was recognized for this achievement by winning a Six Sigma Excellence Award from IQPC. This presentation will share the DFSS techniques used by the team during the development process.

Date: November 12, 2008 Time: 3:00 p.m.

Location: The Tyco building is located at 6600 Congress Ave, Boca Raton. (Southeast corner of Clint Moore Rd. and Congress Ave. Look for the Tyco sign)

Speaker: Ron Davis, Product Assurance Manager for Tags and Labels CQE (Certified Quality Engineer) and CRE (Certified Reliability Engineer) from ASQ. Ron supports the Sensormatic division as a Master Black Belt. Ron led the team that attained the IQPC "Best Design-Six Sigma" award in 2007.

Cost: Free Must pre-register capacity is limited for this event.

Register at www.asqpalmbeach.org.

Questions: emb109@aol.com



ASQ 1515 Greater Palm Beach and Executive Management Institute for Training Palm Beach Community College Boca Raton Present Lean Six Sigma Belt Evening Programs

These programs are scheduled prior to the corresponding ASQ Six Sigma Certification exam dates. Participants who desire ASQ Certification should apply for ASQ exam each given twice per year. These programs are designed for the working Manager/ Executive/ Professional who desires to obtain in-depth knowledge of Lean Six Sigma. This Green Belt Program will cover the Body-of Knowledge of the ASQ Green Belt Exam and will be supplemented with materials that will make the contents relevant to the participants' daily work.

Check www.asq.org for the application deadlines, prerequisites, and required fees. Participants will receive a letter of completion from PBCC. The short duration of the program will not permit completion of a project.

Green Belt 35-hour program

November Nov 3-7, Nov 17-21

Evenings (6:00 p.m.-9:30 p.m.):

Cost: \$1,400, \$1,350* (3 or more), \$1,150 (10 or more)

Location: PBCC Boca Raton Campus, Humanities & Tech Bld

- Prepare for the ASQ Green Belt Exam
- Learn about the savings and increased customer satisfaction experienced by many companies, large and small, by using Lean Six Sigma.
- Understand the 8 waste categories and how Lean tools are used to eliminate them.
- Learn to use Team Problem Solving tools
- The Green Belt Program will be aligned with the ASQ Body of Knowledge.

Black Belt 35-hour program

Feb 2 - 6, Feb 16-20, 2009

Evenings (6:00 p.m.-9:30 p.m.):

Cost: \$1,400, \$1,350* (3 or more), \$1,150 (10 or more)

To register with PBCC call Jeanna Simmons (simmonsj@pbcc.edu or 561 862 4711).

If you have any questions please write to:
emb109@aol.com

The courses will be taught by ASQ Certified Six Sigma Black Belts

**All ASQ members can register individually at the small group rate*

(Continued from page 1)

with projects of various timelines and complexities. Thank you Vimarie and Progresso Partners for taking the lead with 1515's webinar initiative.

In addition to the *Variant*, please visit our website, asqpalm-beach.org, to gain additional information on our events and offerings. We also have links to national ASQ activities, such as ASQ courses offered in the Fort Lauderdale area.

Please join us in the near future. We look forward seeing you at a Section 1515 event.

Jay Stahan,
on behalf of the **Section 1515 Leadership Team**

Reminder
ASQ 1515 PBCC
Lean Six Sigma Greenbelt
Program starts Nov 3
See page 4 for details.



Mark Your Calendars: ASQ 1510 December Dinner Meeting
What is New in ISO9000?
Presentation and Round Table

ISO 9001:2008, the new revision of ISO generic standard will be published by the end of this year. Although this is considered a minor revision it does contain a large number of changes. Come to this highly interactive event

Speaker/Moderator: Jay Stahan, Vice President of Quality and Compliance for Q-Med Corporation and Chair ASQ Section 1515 will be presenting the changes and will moderate a Round Table Discussion on ISO9000 topics following his presentation.

Date: Dec 9, 2008 **Time:** 6:00 p.m. **Location:** Shula's Hotel, Miami Lakes

ASQ 1515 PALM BEACH UPCOMING EVENTS

EVENT DATE	TITLE	PRESENTER	PLACE
November 12 3:00 p.m.-5:00 p.m.	Design For Six Sigma (DFSS): An Award Winning Case Study. Plant Tour following presentation	Ron Davis, ASQ CQE and CRE Six Sigma Master Black Belt for Sensor-matic Division of Tyco Security	TYCO
January 22, 2009 3:30 p.m.-5:00 p.m.	City of Coral Springs: The Journey to the Baldrige Award	Susan Grant, HR Manager City of Coral Springs	NCCI
February	TBD	Joint Networking Meeting with ASTD Palm Beach	Boca Raton
March	TBD	Joint Networking Meeting with ASQ 1510	Davie
April	Six Sigma in Healthcare	Tonya Pate, Master Black Belt Quest Diagnostics	Deerfield
April 7, 6:30 pm	DOE (Design of Experiments)	Daksha Chokshi, ASQ Fellow; ASQ/Statistics Division Chair, UTC ProCert Council Chair, P&W Technical Fellow,	North Palm Beach
May 21, 2009, 3:30-5:30 p.m.	Vendor Quality at Office Depot	Guillermo Rodriguez, Director of Quality Office Depot	Office Depot HQ Boca Raton
June	FMEA in the Service Industry	Kelly Dennison, Quality Manager Ritz-Carlton Hotel	West Palm Beach

1510 Dinner Meeting Speaker

Improving Project Management through Lean Principles

Event Overview:

This seminar is designed to provide fundamental knowledge and practical skills to anyone interested in improving project management practices in their organization. This course introduces a complementary approach to current project management practices through the application of Lean Sigma principles as the bases to improving performance and the meeting of customers' needs effectively and efficiently.



Our Expert Presenter:

Vimarie Ortiz

Vimarie Ortiz is Operating Partner with Processo Partners, Inc., a consulting software quality company in

South Florida specializing in all aspects of Software Quality and Computer Systems Validation

Attendees will learn how to:

- Align project stakeholders so they help achieve project success
- Create a project solution that really meets stakeholders' needs
- Plan work so that the project team can complete their contributions with little stress
- Apply simple project measurement to help the project team and assure everyone who cares about the project what they need to know, when they need to know it
- **Complete projects in "half the time, all the time."**

Who Would This Seminar Benefit:

This event is targeted at managers, project managers, and senior management that must deliver quality products and services at a faster pace.



ASQ
AMERICAN SOCIETY
FOR QUALITY

ASQ Classes in Fort Lauderdale

If you have been considering earning CEUs and/or taking an ASQ course, now is a great time! To take advantage of this offer, all you need to do is call **800-248-1946** and provide priority code **FL1510**. Learn more about the courses online at www.asq.org/florida. Offer ends **December 10, 2008**. Courses are subject to cancellation if there is insufficient enrollment.

By using priority code **FL1510**, \$75 of your enrollment goes to Section 1510. Some of the things Section 1510 does with the budget is sponsoring our annual scholarships, subsidizing the dinner meetings, and supporting the Performance Excellence Showcase. To take advantage of this offer, call **800-248-1946** and provide priority code **FL1510**. Offer ends **December 10, 2008**.

Course location is the Westin Fort Lauderdale, 400 Corporate Drive, Fort Lauderdale, FL 33334, Phone: 954-772-1331

Course #	Begin Date	End Date	Course Name	Member Price	Non-member Price
08297	12/15/08	12/19/08	Auditor/Lead Auditor Training for ISO 13485 (RABQSA Certified)	\$1,595	\$1,695
08300	12/15/08	12/19/08	Black Belt/Quality Engineering Statistics	\$1,650	\$1,995
08303	12/18/08	12/19/08	Customer-Supplier Partnerships — An Introduction	\$1,020	\$1,295
08309	12/15/08	12/16/08	Failure Mode and Effects Analysis — Design and Process	\$1,175	\$1,470
08307	12/17/08	12/19/08	Implementing and Auditing an ISO 9000:2000 Quality System	\$1,335	\$1,645
08305	12/17/08	12/19/08	Implementing Statistical Process Control	\$1,175	\$1,470
08299	12/15/08	12/19/08	Introduction to Quality Management — Revised	\$1,650	\$ 1,995
08308	12/17/08	12/19/08	ISO 9001:2000 Internal Auditor Training (RABQSA Certified)	\$1,145	\$1,245
08298	12/15/08	12/19/08	ISO 9001:2000 Lead Auditor Training (RABQSA Certified)	\$1595	\$1695
08301	12/15/08	12/16/08	Lean Enterprise	\$1,020	\$1,295
08302	12/17/08	12/17/08	Lean Kaizen: A Simplified Approach to Process Improvements	\$605	\$830
08311	12/17/08	12/19/08	Root Cause Analysis	\$1,175	\$1,470
08310	12/15/08	12/17/08	Skills for Success for the Management Representative	\$1,120	\$1,250
08306	12/15/08	12/16/08	Systematic Problem Solving for Sustained Improvements with Quality Tools	\$905	\$1,165
08304	12/15/08	12/16/08	16-Hour ISO 9001:2000 Lead Auditor Training (RABQSA Certified)	\$1,045	\$1,145

Employment Opportunities

Ads for individuals seeking positions are free to ASQ Section 1510 / 1515 members and subject to space availability.

Ads for open positions in a quality related field are free and not limited to ASQ members.

To place an ad, contact Placement Chair, Eleanor Chilson, (954)661-5197, or chilsone@bellsouth.net

Verify / VSC is continually searching for **Independent Contractors** with a background in Quality. Experience in the Defense and Aerospace Industry preferred. If you are interested, please **send all inquiries via email to jlee@vscnet.com**. You can also visit our website at www.vscnet.com for more information on our company.

GAUMARD SCIENTIFIC www.gaumard.com located in southwest Miami is seeking experienced **QC and QA professionals** having backgrounds in engineering, manufacturing and quality. Gaumard designs and manufactures more than 200 simulators for health care education. These products include mechanical, electronic and software components. Responsibilities include developing procedures for inspection and testing of incoming components, work in process, and finished goods; reporting quality and reliability data; evaluating and reporting upon customer returns. **Send resumes to john@gaumard.com**.

Leading **Local Marine Diesel Distributor & Service Center** is seeking a motivated individual to direct and **coordinate the company's quality and safety initiatives**. Candidates must have Bachelor's degree and/or commensurate experience in Safety & Regulatory field. In depth knowledge of ISO 9001:2000 procedures and requirements, OSHA, State and Local safety regulations. We offer excellent salary and benefit package. Send Resume and salary requirements to HR@mshs.com

POSITION WANTED Professional seeking a position in Quality Control or related field with a company or organization that will utilize my 20 plus years of experience.

561-969-2697 cell 561-358-8205 500 Crosswinds Drive, B-2 West Palm Beach, Florida 33413 racanter@bellsouth.net

More Employment Opportunities On Website

Please visit the Career area of the Section 1510 website for the most current and complete listing of opportunities - www.asqsefla.org

Excellence, Satisfaction and Customer Voices Come Together in Two Workshops

Mark your calendars now for March 4 and 5 for this seminar at Don Shula's Hotel in Miami Lakes.

To thrive in challenging times requires rethinking assumptions, being inspired to adopt new approaches and being equipped to achieve new results. That's exactly what you get when you join us for two entertaining, provocative and content-rich workshops with author and top speaker, Robin Lawton:

- **8 Dimensions of Excellence:** Aligning Strategy and Measures with Customer Priorities
- **The 12 Voices of the Customer**

If you've been reading the newspaper lately, it's clear why these **March 4 and 5** workshops should be on your "must attend" list for 2009. Be sure to sign up in advance to get great Early Bird discounts and a complimentary autographed copy of Mr. Lawton's best-selling book, ***Creating a Customer-Centered Culture: Leadership in Quality, Innovation and Speed*** (5-star rated on Amazon). Get the details on these courses and reserve your seat at <http://www.imtc3.com/events/UpcomingEvents.cfm>.

Maybe you saw the story of the top executive of a major car company who listened to customers say they wanted more miles per fill-up. Do you think his understanding led to (a) improving fuel efficiency, (b) innovative engines, (c) lighter weight vehicles or (d) bigger gas tanks? Our award-winning presenter, Robin Lawton, shows how easy it is to confuse what you heard with what customers said. The executive's design team rushed to market with bigger gas tanks. No kidding!

These two complimentary courses help you avoid such tragic but common mistakes. Mr. Lawton, recently ranked #1 of 88 presenters by an international organization, shows you how to:

- Use a new approach to create alignment between strategy, operations and customers
- Identify who your customers really are
- Use "word formulas" to uncover the unspoken mind of the customer
- Measure squishy customer perceptions
- Use new tools that have produced stunning business results and Baldrige recognition

