



# The Variant

www.asqsefla.org

Section 1510 with Section 1515

Jan 2009



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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

Our THANKS go out to Jay Stahan (Chair section 1515) for a nicely presented presentation on the changes to ISO 9000:2008 which is called an amendment. The new standard was published on November 15<sup>th</sup> 2008. Check with your Registrar if this affects your Company.

Our January speaker is Roberto Suarez who will speak to us about being clear, powerful and prosperous. This presentation will not only focus on communication skills, which are essential for all professionals, but also balancing your professional and personal lives. It is a great way to kick-off the new year. See pages 6 and 8 of the newsletter for more information on Roberto and the dinner meeting.

If your organization is planning on participating in the PES with a storyboard or a presenting team you should probably be in second gear by now.....If not it isn't too late to get started. See page 5 of this newsletter and you may contact Bonnie Eifert (Eifert@bellsouth.net) for information.

Answer to last months question Who said "Quality has to be caused not controlled" is Phil Crosby.

Along with the Board of Section 1510 I hope all had a great holiday and we wish ALL a Prosperous and Healthy New Year.

See Ya  
 Soon.....



## Message from the Section 1515 Chair by Jay Stahan

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

The busy Holiday Season is now behind us, as is the year 2008!! For some it was a good year, but for many, it was a difficult year both professionally and personally due to the difficulties we have all experienced with the US economy. The *Quality Professional* is very aware of the concept of Corrective Action, and we must hope all the initiatives implemented to get our economy back to improved levels of performance will quickly take hold. The current economic situation is also challenging to many *Quality Professionals* as it requires adaptation to the many financial constraints experienced by the businesses by whom we are employed. But the "tool bag" of the *Quality Professional* remains as viable a "driver" of business improvement and sustainability during weak economic conditions as it does during more robust times. The quality profession has an opportunity to demonstrate how it can contribute to our organization's performance. So take advantage. Use your individual skills and knowledge to assist your organization, and thereby our economy, get back to sustained growth.

ASQ section 1515 will do what we can to help you and your organization achieve its goals in this new year. Through presentations and education courses, we will explore ideas, information, and methodologies which should be beneficial to you. In January we have two events. One event is a review by the **City of Coral Springs** of its journey toward achieving the National Malcolm Baldrige Award, and Florida's Sterling

(Continued on page 4)

## 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](http://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](mailto: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	TBD
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](http://www.asq.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 complementary 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

### Certification Review Class Reminder:

#### Classes starting in January

Certified Quality Technician  
Manager of Quality/Organizational Excellence  
Quality Inspector  
Certified Reliability Engineer  
Six Sigma Black Belt  
Certified Biomedical Engineer

## 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](http://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](mailto:mbisnow@gmail.com). You may also register through our section website [www.asqsefla.org](http://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*

(Continued from page 1)

Award. In addition, we will have a site visit to **Mapei Corporation**. Although from very different business sectors, we believe anyone in the quality profession can learn Best Practices from these organizations and adapt these best practices to your own organization no matter what is your business sector. Take a look at our Events Calendar posted herein this edition of the *Variant*, or go to section 1515's website ([www.asqpalmbeach.org](http://www.asqpalmbeach.org)) for information.

The section 1515 Leadership Team wishes you the best of this New Year 2009, and we look forward to meeting you at our upcoming events !

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

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

**Black Belt 35-hour program:**

**Tuesdays and Wednesdays:** Feb 3-March 4, 2009 Evenings (6:00 p.m.-9:30 p.m.) PBCC Boca Campus  
Cost: \$1,400, \$1,350\* (3 or more), \$1,150 (10 or more)  
If you have any questions or would like to register, please write to: [emb109@aol.com](mailto:emb109@aol.com)

**Green Belt 35-hour program:**

**Tuesdays and Wednesdays:** May 5-June 3, 2009 Evenings (6:00 p.m.-9:30 p.m.) PBCC Boca Campus  
Cost: \$1,400, \$1,350\* (3 or more), \$1,150(10 or more)  
\*All ASQ members can register individually at the small group rate.

**To register or for questions email: [emb109@aol.com](mailto:emb109@aol.com)**

These programs are scheduled prior to the corresponding ASQ Six Sigma Certification exam dates. Participants who desire ASQ Certification should apply for the 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. These programs will cover The Body-of-Knowledge of the corresponding ASQ Belt Exam and will be supplemented with materials that will make the contents relevant to the participants' daily work. Participants interested in ASQ Certifications should check [www.asq.org](http://www.asq.org) for the application deadlines, pre-requisites, and required fees for ASQ Certification. Participants will receive a letter of completion from PBCC. All participants are encouraged to apply the tools and methods learned in the workplace and to discuss their experiences in class.

**Save the Date: February 25, 2009  
Joint ASQ/ASTD Palm Beach  
Networking and Buffet Dinner Event**

The American Society for Training and Development, ASTD ([www.astd.org](http://www.astd.org)), is the world's leading association of workplace learning and performance professionals, forming a world-class community of practice. In October 2008, a new chapter of ASTD was founded in Palm Beach County.

Most Quality Professionals have responsibilities in the areas of training, coaching, facilitating, or performance evaluation. These are areas that ASTD professionals specialize in. ASQ professionals bring a perspective on how Quality Improvement philosophies can be used in the workplace.

Our February meeting will bring the Palm Beach Sections of ASQ and ASTD together for the first of what is expected to become periodic meetings to network and learn from each other.

The meeting will start with a networking session at 5:30, followed by a buffet dinner, and a presentation by a distinguished ASTD speaker. For information email: [emb109@aol.com](mailto:emb109@aol.com)

Date: **February 25, 2009**,  
Time: **5:30 -8:00 p.m.**, the first 45 minutes devoted to networking  
Place: NCCI Holdings 901 Peninsula Circle, Boca Raton.  
Cost: \$20 Buffet dinner served  
Register: [www.asqpalmbeach.org](http://www.asqpalmbeach.org) .

**ASQ 1515 PALM BEACH UPCOMING EVENTS**

EVENT DATE	TITLE	PRESENTER	PLACE
January 22, 2009 3:30 p.m.-5:00 p.m.	City of Coral Springs: The Journey to the Sterling and Baldrige Awards	Susan Grant, HR Manager, City of Coral Springs	NCCI and Webinar
January 16, 2009 3 pm	Presentation and Plant tour of MAPEI	Mikhail Bunich, Quality Control Manager	MAPEI, Deerfield
February 25, 2009 5:30 pm	Excellence in Facilitation	Joint Networking Meeting with ASTD Palm Beach	Boca Raton, NCCI
March 10, 2009 5:30 p.m. — 8:00 pm	Introduction to the Florida Sterling Award	John Pieno, Chairman, Florida Sterling Council Joint Networking Meeting with ASQ 1510:	Davie, Tropical Acres
March 24, 2009	Performance Excellence Showcase	Sterling, Regions 6, organizations	Plantation
April 7, 2009 6:00 pm — 8:00 pm	DOE (Design of Experiments)	Daksha Chokshi, ASQ Fellow; ASQ/Statistics Division Chair, UTC ProCert Council Chair, P&W Technical Fellow	North Palm Beach
April 21, 2009 6:00 p.m — 8:00 pm	"LEAN/Six Sigma in Healthcare: The Quest Diagnostics Experience"	Tonya Pate, Master Black Belt Quest Diagnostics	NCCI, Boca
May 21, 2009, 3:30-5:30 p.m.	Vendor Quality at Office Depot	Guillermo Rodríguez, Director of Quality Office Depot	Office Depot HQ Boca Raton
June TBD	FMEA in the Hospitality Industry	Quality Manager Ritz-Carlton Hotel	Ritz-Carlton Hotel, West Palm Beach

*Florida Sterling Region 6  
Performance Excellence Showcase March 24, 2009*



***CALL FOR TEAMS & STORYBOARDS!***

*Join us for the 19th Annual Performance Excellence Showcase. Don't pass up a terrific opportunity to participate and showcase your team or storyboard. Network with participants from all business sectors.*

Each year this one day event provides an opportunity to showcase best practices in process improvement. What makes this event so successful is the benchmarking and learning that attendees gain from the Storyboards and Team presentations. Teams give fun presentations on projects that produced breakthrough gains for their organizations. Storyboards illustrate successes that provided process improvements and cost savings.

Skilled teams provide a foundation to organizations in their pursuit of performance excellence and their ability to meet future challenges. The Showcase provides a public forum for teams to demonstrate the principles and techniques of improving quality through employee participation.

Written team applications are judged based on set criteria and then each team has 10 minutes to tell their story. Team presentations cover the scope of their project, the work they did to craft a solution, and the final results. The winning team represents South Florida Region 6 at the statewide showcase at the 2009 Florida Sterling Quality Conference. Judging criteria and application templates are available on the Showcase website.

Have a great improvement story but not ready to participate in the team competition? Companies may also choose to showcase their improvements on **Storyboards**. A short description of the project is required for Storyboards and criteria for judging is available on the Showcase website.

***Team and Storyboard criteria and team applications are available on the  
Florida Sterling Website [www.FloridaSterling.com](http://www.FloridaSterling.com)  
or on the Showcase Website [www.excellenceshowcase.com](http://www.excellenceshowcase.com)***

**MARK YOUR CALENDAR WITH THE DATE: March 24, 2009**

**Venue: Volunteer Park, Plantation**

**Sunrise Boulevard between Hiatus and Flamingo Roads**

Need more information?  
Contact: Bonnie Eifert  
ASQ Section 1510  
PO Box 835148  
Miami, Florida 33283-5148  
Phone: 561-999-3283  
Email: [eifertb@bellsouth.net](mailto:eifertb@bellsouth.net)



**Hosted and Sponsored by  
American Society for Quality Southeast Florida Section 1510**

# 1510 Dinner Meeting Speaker

Please ask yourself these simple questions – Are you Happy in your Business and Personal Life? Are you realizing your true potential?

As business professionals, we are at times stuck and looking for ways to reach a new plateau. While many of us possess the skills needed to reach out and achieve these goals, we do not really know the path or way to proceed. We are looking for a new level of effectiveness in our business and personal lives, but simply do not know how or where to turn.

Roberto Suarez is the founder of BizChampions – a leadership, training and coaching company whose mission is to coach executives and professionals in the process of understanding and transforming their business and personal lives. Roberto has an extensive background in the corporate world and began working with individuals and corporations when he saw the need for a more balanced and motivated life. Many of his colleagues were stressed out at work and their home lives and as a result not able to function properly in either.

Roberto's talk (Being Clear, Powerful and Prosperous) is for those of you that may be looking for transformation and clarity in achieving your personal and business goals. He will be focusing on: how to have an authentic life that is worth living; how to live connected to your inner power; how being in integrity creates extraordinary results; and how to integrate meditation into your daily routine.

## Certification Test Sign-up Reminder

This newsletter is full of events that you can earn recertification points. If you need to earn your certification, here are the deadlines to sign up for the next tests that will be administered by Sections 1510 and 1515. To sign up, go to [www.ASQ.org](http://www.ASQ.org).

**January 16** is the registration deadline for the **March 7** administration for the following exams: Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Inspector, Quality Technician, Reliability Engineer, Six Sigma Black Belt.

**April 17** is the registration deadline for the **June 6** administration for the following exams: Calibration Technician, Pharmaceutical GMP Professional, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Process Analyst, Six Sigma Greenbelt, Software Quality Engineer.

## ASQ 1515 Greater Palm Beach Unique Event

**January 22, 2009 Presentation/Webinar**

**“City of Coral Springs: Journey to the Sterling and Malcolm Baldrige Awards”**

The American Society for Quality Section 1515 is proud to bring to ASQ members, The Government Sector and the general public a unique program featuring **Ms. Susan Grant**, Director of Human Resources for the City of Coral Springs.

On January 22, 2009, Ms. Grant will present an overview of the strategy, tools, and methods used by her team to attain the highest levels of Quality. In addition, Ms. Grant will share some of the lessons learned during the City of Coral Spring Excellence Journey and provide advice for those seeking to embark on their initiative.

During her 16-year tenure in that position, the City has implemented a quality initiative that culminated in the City winning the 1997 Florida Governor's **Sterling Award** for Organizational Excellence, becoming the first municipal government to win the coveted award. In 2003, the City became the first repeat winner of the Sterling Award. As team leader for the City's Baldrige application writing team, Ms. Grant guided the effort that lead to the City being awarded the **Malcolm Baldrige Award in 2007**, the first year the award was open to governments and non-profit organizations.

Ms. Grant is a University of Florida graduate and a Certified Public Accountant. She has served as an examiner for the Florida Sterling Council for six years and as an examiner for the Malcolm Baldrige Award for three.

The meeting will be held at NCCI Headquarters in Boca Raton. In order to reach out to those unable to attend this significant event in person, we will be conducting a simultaneous webinar.

**Date:** January 22, 2009 **Time:** Webinar 3:30-4:30 p.m. In-person attendees should arrive by 3:00 p.m.

**Place:** NCCI Holdings, Inc. 901 Peninsula Circle, Boca Raton. **Cost:** Only \$15

Webinar and in-person attendees should should pre-register at [www.asqpalmbeach.org](http://www.asqpalmbeach.org)

If you have any questions please e-mail [emb109@aol.com](mailto:emb109@aol.com)

# 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](mailto: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](mailto:jlee@vscnet.com)**. You can also visit our website at [www.vscnet.com](http://www.vscnet.com) for more information on our company.

**GAUMARD SCIENTIFIC** [www.gaumard.com](http://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](mailto:john@gaumard.com)**.

**Quality Engineer/Naples, FL** Our company will give you vacation, health insurance, catered lunches, and even a gym membership! Amazing corporate culture with opportunities for advancement! You'll be responsible for **supporting the Quality Manager** with all quality related support for the life cycle development of **Class I, II, and III medical devices**, including new product development and maintenance of released products. Requires 5+ years in Medical Devices, BS in Engineering. **Contact:** Kellie 719-266-3174 [kjohnson@woodmoor.com](mailto:kjohnson@woodmoor.com)

A **Quality Assurance Manager** is needed for a company located in Southern NH. Must be willing to relocate to the area. Relocation assistance is available. **Requirements:** BS degree in Engineering, MUST HAVE proven QA management experience coming from the medical device industry, MUST HAVE statics & analysis experience, MUST HAVE SPC experience and clean room experience.

If you meet the above qualifications please forward me a copy of your resume in word format so we can discuss the position in more detail. Trevor Giancola, Project Coordinator, The Engineering & Manufacturing Group, Email: [tgiancola@mribaltimore.com](mailto:tgiancola@mribaltimore.com)

**Aspire Consulting** is looking for **Six Sigma** (Lean is okay) and Cultural Change focused resources specific to Manufacturing, Sales Consulting and Consumer goods (foods) for a 6-9 month contract. Travel may be required. Send Resume to: Nina Segura B.S., M.A., President, Phone: (954) 260-3888 Email: [n.segura@aspireconsultingllc.com](mailto:n.segura@aspireconsultingllc.com), [www.aspireconsultingllc.com](http://www.aspireconsultingllc.com)

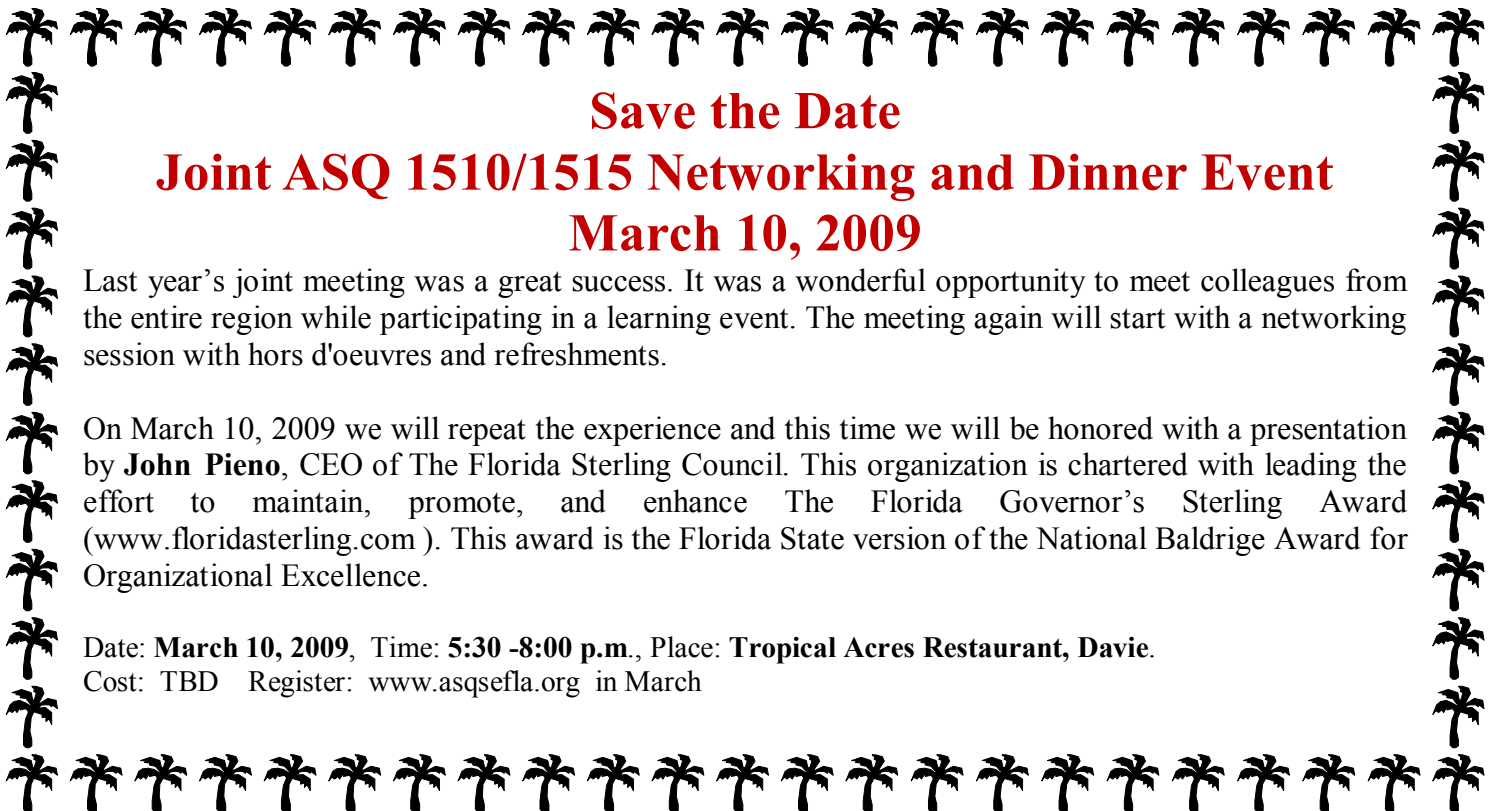
Contact: [resume@LeanRecruiter.com](mailto:resume@LeanRecruiter.com), or +1 (847) 304-5301 for the following two positions:

**Director, Continuous Improvement**, Wells' Dairy - Blue Bunny Ice Cream, LeMars, Iowa

**Sr. Manager, Lean Solutions**, Discover Financial Services, Riverwoods, (Chicago), Illinois

## 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](http://www.asqsefla.org)



**Save the Date**  
**Joint ASQ 1510/1515 Networking and Dinner Event**  
**March 10, 2009**

Last year's joint meeting was a great success. It was a wonderful opportunity to meet colleagues from the entire region while participating in a learning event. The meeting again will start with a networking session with hors d'oeuvres and refreshments.

On March 10, 2009 we will repeat the experience and this time we will be honored with a presentation by **John Pieno**, CEO of The Florida Sterling Council. This organization is chartered with leading the effort to maintain, promote, and enhance The Florida Governor's Sterling Award ([www.floridasterling.com](http://www.floridasterling.com)). This award is the Florida State version of the National Baldrige Award for Organizational Excellence.

Date: **March 10, 2009**, Time: **5:30 -8:00 p.m.**, Place: **Tropical Acres Restaurant, Davie.**  
Cost: TBD Register: [www.asqsefla.org](http://www.asqsefla.org) in March



# *The Variant*



*Section 1510 with Section 1515*

*Jan 2009*

## **Section 1510 Dinner Meeting ---- Tues Jan 13**

**Speaker: Roberto Suarez    Topic: Being Clear, Powerful and Prosperous**

Registration Deadline: Sunday, January 11, 12:00 Noon

Meeting Date / Time: Tuesday, January 13, 2008 at 6:00 PM

Location: Don Shula's Hotel, 6842 Main Street, Miami Lakes, Telephone 305-821-1150

Menu: Choice of Penne Pasta with Grilled Chicken, Sundried Tomatoes, Portabella Cream or Pasta Primavera.

Served with Baby Iceberg Wedge with Marinated Tomatoes, rolls and butter, Shula's Cheesecake

If reservation is not made by deadline, meal will be selected by the kitchen staff based upon availability of entrees.

**Register online [www.asqsefla.org](http://www.asqsefla.org)**

Dinner: \$26.00, Learning something and networking with associates: priceless.

New Members free with mailed coupon. ASQ Student Members free with ASQ Student Membership Card.

Door Prize Drawing.

Make checks payable to "ASQ Section 1510." If using PayPal, bring a print of your transaction receipt to the meeting. Dinner Meeting contact for questions and any upcoming Monthly Section meetings is Arrangement Chair Pablo Diaz. Contact Pablo at [pdiaz@bellsouth.net](mailto:pdiaz@bellsouth.net), or telephone 305-380-2337.