



The Variant

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Section 1510 with Section 1515

June 2009



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Employment ads updated daily and
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 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

Victor Olivares presented a talk on Lean Projects at our May 12th dinner meeting. It was very interesting and a timely topic for most businesses. Thanks Victor!

What I would like to talk about now is Safety in your home. Summer is the time for swimming and vacations and rain. Each of these provides opportunities for accidents and tragedies.

While you might be vigilant about keeping small children and pets away from an unused pool, as other family members use the pool on a regular basis people let their guard down. Please be even more careful now. If you are in a boat, use life jackets. Watch for signs on the beach warning swimmers of rip tides or jellyfish. Use sunscreen. Don't fall asleep in the sun.

When you vacation, drive defensively. Everyone is in a hurry to get to their destinations. We used to have a slogan in Florida "Arrive Alive!" It is a good sentiment.

With Rainy Season and Hurricane Season upon us you need to think about leaving extra time for your drive. Don't drive through deep water. Don't walk through puddles. If you use a mop bucket, keep an eye on toddlers so that they don't fall in. Lightning kills people every year. Take shelter when you first hear the thunder.

Stock up early on hurricane supplies, especially water. Fix loose items around the home now at your leisure. Trim the landscape so the wind passes through unimpeded. Be vigilant about hurricane warnings. Don't go outside when the eye passes overhead.

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Message from the Section 1515 Chair by Jay Stahan

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

Although the current ASQ year is winding down, **Section 1515** continues to be a very busy section. We will have events through June, so please review our event announcements in this *Variant*. We would like to have you join us !!

On April 23, we had a presentation provided by Rosa Albores of Quest Diagnostics with a joint meeting with ACHE. Rosa provided insight on how Quest Diagnostics has instituted Six Sigma/Lean initiatives to improve customer satisfaction and to reduce costs within their test laboratory operations. Rosa is a Six Sigma Black Belt, and is the Florida Lean Project Manager. Rosa described how customer service was enhanced through reducing the time required to receive a request for a lab test, and to provide the tests back to their customer in less time but with continued accuracy of results. Through using techniques such as spaghetti diagrams, flow charts, brainstorming, and data collection and statistical analysis, Rosa and her team were able to develop a more efficient and streamlined process resulting in quicker turnaround of lab test reports. Rosa also made it clear that top management support and commitment is a requirement for success. Our thanks to Rosa for a very insightful, and "right from the heart" presentation.

In a second joint meeting with ACHE on May 14, we had not one, not two, but three guest speakers!! All three speakers were in-

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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	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	Myriam Ochart, CSSBB & 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

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I care about you and your family, be safe and have a great summer.

Eleanor Chilson for Rich

Sign Up Early for the August and September Certification Refresher Classes

Classes are scheduled based on interest.
Please sign up early.

August

Certified Quality Technician (CQT)
Manager of Quality / Organizational Excellence (CMQ/OE)

Quality Inspector (CQI)
Certified Reliability Engineer (CRE)
Six Sigma Black Belt (CSSBB)
Certified Biomedical Auditor (CBA)

September

Certified Quality Engineer (CQE)
Certified Software Engineer (CSQE)
Certified Quality Auditor (CQA)
Certified Quality Improvement Associate (CQIA)
Certified Calibration Technician (CCT)
Six Sigma Green Belt (CSSGB)

Certification Test Sign-up Reminder

This newsletter is full of events that you can use to earn re-certification 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.

August 21 is the registration deadline for the **October 17** administration for the following exams: Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Inspector, Quality Technician, Reliability Engineer, Six Sigma Black Belt.

Oct 16 is the registration deadline for the **Dec 5** 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.

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, 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

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involved in a Six Sigma project to improve turnaround time in a mammography outpatient facility. Dr. Ed Popovich provided an overview of the project including the challenges to justify the project. Mark Viau followed and presented information about the approach used for the project such as process stabilization. Becky Southern completed the presentation by providing details of the project. Lean techniques utilized included process mapping, diagraphs, distribution statistics, and run charts. Results were significant gains, including reducing the entire screening cycle time from 10-15 weeks to 7-10 days!! Greater piece of mind was experienced by customers, increased morale by staff, and reduced costs for the organization. Given the 90% improvement in some metrics, the team is to be congratulated. The attendees could tell that each presenter was very engaged in the project and gained a great deal of personal satisfaction. We also thank **NCCI Holdings** headquarters Boca Raton site for volunteering the meeting room used for both of these meetings, and to Judy, Lisa, Meghan, Tara, and Security for assisting our needs and making the visit very enjoyable.

Please visit our website at www.asqpalmbeach.org to review the schedule of events and get other information about section 1515. We are here to serve **you!!**

Jay Stahan, on behalf of the Section 1515 Leadership Team



Rosa Arbolaez of Quest Diagnostics spoke on Lean/Six Sigma in healthcare at the 1515 April 21st meeting.

ASQ 1515 June 4 Meeting at the Ritz-Carlton Palm Beach

On June 4, 2009 at 3 p.m. section 1515 will present "How The Ritz-Carlton incorporates the FMEA study into Quality Improvement Teams". The event will be held at the Ritz-Carlton and is "Free".

FMEA is a powerful tool for risk assessment and prioritization applicable to service, healthcare, and manufacturing organizations. Although **FMEA** has been used in various industries for years, today it is considered one of the most valuable Six Sigma tools available. The tool enables you to address those issues that have the greatest risk associated with them in term of the likeliness of occurrence, the degree of severity and the degree of detecting the error/defect. Even if your not in the hospitality industry, **you** can learn from this event and apply **FMEA** to your business. This is an opportunity to learn on site!

The Ritz Carlton organization has won the National Baldrige Award on two occasions. This is a great opportunity for our members to learn more about this World Class organization's Best Practices. Last year's meeting at the Ritz-Carlton was very impressive and well received by those attending.

Fatime Yaldiz, Area Performance Improvement Manager , Florida Region for the The Ritz-Carlton Hotel Company will be the speaker. Fatime is a positive thinker and has accomplished creative solutions to drive guest and employee satisfaction, efficiency and profit levels to optimal performance. She is an engaging leader; and highly knowledgeable in Quality Sciences. Fatime has worked for the Ritz Carlton organization for over ten years holding many line positions at many hotels in different facets of the business with continued growth of responsibilities. She has studied Hospitality Management at a prestigious program in Germany and holds a Bachelor of Science degree from Florida International University.

A short "behind the scenes" tour of the facilities will follow emphasizing the Quality tools used by the organization

Place: Ritz-Carlton Hotel, 100 South Ocean Blvd., Manalapan (West Palm Beach)

When: **June 4, 2009 at 3:00 p.m.**

Cost: **FREE**

1515 May 14th joint event with T.H.E.N.. (Treasure Coast Healthcare Executive Network). The topic was "Before, During and After Care Process Improvement in Healthcare". Ed Popovich is the pictured speaker. Becky Southern and Mark Viau also spoke at the event.



Excellence, Satisfaction and Customer Voices Come Together in Two Workshops

Mark your calendars now for September for these seminars 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. Come 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 **September 2009** 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 bigger tanks to market. No kidding!

The literal voice of the customer is easily confused with the untapped mind of the customer. Customers often don't tell you their highest priorities, yet they'll hold you accountable for knowing and satisfying them. Attend **The 12 Voices of the Customer** and you'll learn:

- Who your customer really are and why it matters
- The 4 dimensions of performance every satisfaction initiative must address
- Why surveys fail and how to avoid that fate
- What three "word formulas" always uncover what customers want
- The practical, unconventional tools you can apply tomorrow
- How to translate fuzzy perceptions into concrete measures of performance and design

Speaking of cars, you'd never intentionally tune up just one of the eight cylinders of your engine. Yet that is exactly what initiatives focused on process improvement often achieve. It's not bad, but **8 Dimensions of Excellence** shows how to get the other seven performing like you never thought possible. You'll see illustrations of better than 5:1 returns on effort, with special emphasis on service and non-widget organizations that you can replicate. You absolutely must attend this thought-leading session to learn:

- How to fully integrate customer focus into initiatives like Six Sigma, Lean, ISO, etc.
- What key measures are usually absent from balanced scorecards and strategic direction but key to customers and enterprise growth
- How to promote strong alignment between strategy, operations and customers
- How to connect process, product design and innovation
- What the easy to use tools are that tie all 8 dimensions of excellence together

How organizations like yours achieved Baldrige-based recognition and over 5:1 ROI

Examples from government, healthcare and such recognizable firms as Starbucks, Amazon.com, Southwest Airlines, Honda, Motorola and Google illustrate the growth potential possible by using the easy-to-understand but rigorous methodology described in these sessions.

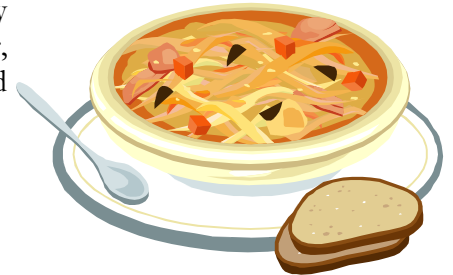
1510 Dinner Meeting Speaker

Food Safety and Quality in the Food Industry

Jennifer Benz will present a brief introduction on the principles of HACCP (Hazard Analysis Critical Control Point) and how those principles are applied in the manufacture of food to ensure safe and wholesome products. Jennifer will also provide an overview of the quality tools and programs in place at R.L. Schreiber, Inc., a local manufacturer of food bases and seasonings.

Jennifer Benz is the Lab Director for R.L. Schreiber, Inc. Jennifer is a graduate of the University of Central Florida and has worked in the food quality assurance and research for over 10 years. She currently manages the food safety, quality, and research & development efforts at R.L. Schreiber, Inc. Jennifer is certified in HACCP for meat/poultry and seafood, food defense, and food safety management.

The meeting is on Tuesday, June 9. See page 8 for details.



1510 ORLANDO ACEVEDO SCHOLARSHIP



Welcome to our scholarship section. Section 1510 scholarship has been renamed the Orlando Acevedo scholarship in memory of his countless contributions to Section 1510.

Application must be completed and submitted to: ASQ Section 1510, Scholarship Committee, P.O. Box 835148 Miami FL 33283-5148. Application must be postmarked no later than **June 20** (of the application year) or must be hand delivered before June 20. Applications received after the deadline will not be considered.

Applicant must be a Section 1510 member or immediate family of a Section 1510 member. Immediate family for this purpose refers to spouse, children, and parents of the member. ASQ membership must be valid at the time the application is submitted. Applicant must submit an essay on the subject of "Quality" (between 500 and 1000 words) along with the completed application. Applicant must have a minimum 2.5 GPA. Copy of the transcript must be submitted with this application. Scholarships will be provided only for full time students taking a minimum of 12 semester credit hours and pursuing college education in an accredited college or university (matriculated in a college or university). Preference will be given to students pursuing undergraduate program in areas closely associated with Quality disciplines (such as Science, Engineering, Statistics, Business, Education, etc.). The decision of the Scholarship Committee will be final.

See www.asqsefla.org for copies of the forms

Advertisement



E³, LLC. is a leading consulting organization for international management systems standards, including ISO 9000 and its derivatives, AS9100 Aerospace, as well as, ISO 14000. Our team of ISO 9000, AS9100, and ISO 14000 experts provides outstanding

consulting and implementation services to its clients.

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- Procedures Implementation
- Internal Audit Assistance
- Corrective Action Assistance
- Preassessment
- Consulting During the Registration or Accreditation Audit

Contact Us:

Website: www.eeellc.net

Email: fgilliam@eeellc.net

Phone: 954-295-0245

Fax: 954-227-0876

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**.

Eastern Aero Marine has an open position for **Chief Inspector** with at least three years of FAR 145 repair station experience. **Responsibilities:** Compliance of all inspection standards, methods, and procedures of the repair station in accordance with applicable Federal Aviation Regulations, manufacturers, and customer specifications and will have the final authority in releasing to service of articles and the component parts. Inspection of incoming materials, in process assemblies, and finished goods. Maintenance of the technical library, which includes CMM's, drawings, SB's and SIL's. Other duties include providing technical support and oversight for Quality Control Inspectors and technicians. Conducting root cause investigations for technical problems that arise. Must be detail oriented, good English skills, strong safety orientation, familiar with Microsoft Office, Windows programs and ISO 9001 / AS 9100 standards. This position reports to the Quality Manager. **Send resumes to Roberto Pomalaza** Fax: 305-637-8632, E-mail: quality@theraft.com

Biomet3I is looking for a **Quality Assurance Engineer, New Product Development** to Develop, establish and maintain processes and controls ensuring that the performance and quality of new products conform to established standards and are in compliance with U.S. and global Quality System Regulations (QSRs) including 21 CFR 820, ISO13485, and other regulations. **Duties:** Performs Quality Planning at the initiation of a project and regularly updates the Quality Plan throughout the project lifecycle, Participates in project (product development/process improvement) meetings to ensure validation and verification of design/process changes and establishment of an appropriate quality plan for all new products, conducting sterilization validations, product bio-burden testing, and environmental monitoring activities. Reviews product designs, test protocols, and co-develops critical characteristics/tolerances for initial testing and subsequent routine manufacturing controls, Responsible for assuring compliance of design control and risk management activities, Responsible for selection, validation and implementation of inspection, test, and measurement equipment for new products, Identifies opportunities to improve product design; takes initiative to drive necessary improvements, **EDUCATION and/or EXPERIENCE:** Bachelor's degree with three to five years, Experience in medical device manufacturing or other regulated (i.e. Pharmaceutical or Aerospace) environment. Please **send resumes to Jobs@3implant.com**.

Intertek, an internationally recognized independent testing organization is looking to fill a "part-time" position in the Miami area for a **Follow-up Service Inspector (Regional Part Time)**. This position is ideal for retired technical persons looking for flexible, part-time hours. This position would work through your own home.

Job Summary: Conduct, review and evaluate products and manufacturing facilities under surveillance for ETL Certification Programs according to Intertek Standard Operating Procedures, Certification Documents and other materials, as provided by the Intertek Certification Group.

Submit resume to Marie Murray at marie.murray@intertek.com or **William Starr** at william.starr@intertek.com.

Positions Wanted

High energy, hands on Quality Professional with a proven track record of implementing ISO 9000, driving Continuous Improvement using Root Cause Analysis, and reducing quality costs is looking for an opportunity to contribute to your organization. Demonstrated ability to facilitate change and impact positively on the bottom line by improving product quality / supplier control. Known for willingness to go "over and above" in challenging circumstances to get the job done in a timely manner. Please **contact Daniel R. Beldowicz** at dbeldowicz@aol.com if you are interested.

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



The Variant



Section 1510 with Section 1515

June 2009

Section 1510 Dinner Meeting ---- Tues June 9

Speaker: Jennifer Bencz, Topic: Food Safety and Quality
Lab Director, R.L. Schreiber, Inc in the Food Industry

Registration Deadline: Sunday, June 7, 12:00 Noon

Meeting Date / Time: Tuesday, June 9, 2008 at 6:00 PM

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

Menu: Choice of Grilled Mahi Mahi with Tropical Salsa, Chimichurri Potatoes & Roasted Vegetables or Pasta Primavera. Served with Baby Iceberg Wedge with Marinated Tomatoes, Blue Cheese & Buttermilk Dressing, and Key Lime Pie.

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

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, or telephone 305-380-2337.