



The Variant

www.asqsefla.org

Section 1510 with Section 1515

April 2010



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

Message from the Section 1510 Chair by Rich Eggleston

Hello to everyone, hope all are doing well. I want to thank everyone who attended our Annual joint meeting with ASQ Section 1515 (Greater Palm Beach). The meeting was at Tropical Acres again this year. After dinner we had a presentation by Bob Gilbert. His presentation was well received and the topic was "Value Stream Mapping for Green Initiatives". We all learned a lot and we want to thank Bob for a Job Well Done. The Dinner Meeting for the month of April will be returning to Don Shula's in Miami Lakes. See page 6 for details.

See Ya There, Rich

Rich

Message from the Section 1515 Chair by Jay Stahan

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

GREAT SUCCESS !!! That is how you can sum up the recent joint meeting of the 2 South Florida ASQ sections, Section 1510 Southeast Florida, and Section 1515 Greater Palm Beach. This year's attendance surpassed last year's event, and the large gathering of attendees was not disappointed. Section 1515 thanks all the volunteers in 1510 who participated to make this meeting happen.

Bob Gilbert of CCI Consulting gave a presentation entitled, "Green Stream Mapping". Bob educated all of us on how to very easily identify "Green Streams" using mapping. The technique can be applied to any type of service and manufacturing operation.

Basically, Bob starts with mapping a process using Value Stream Mapping (VSM). Once a VSM has been optimized, a Green Stream Map (GSM) can be superimposed within the VSM. By identifying the steps within the map that use (input), consume (transformation) and expel (output) high energy, water, or material waste, interdisciplinary improvement teams can focus upon activities to reduce inputs and/or outputs of energy and resources. Bob emphasized that the interdisciplinary team should also include an EHS (Environmental Health and Safety) expert.

Include in the team's activities a "Waste Walk" to observe potential Green issues. Evaluate the VSM and GSM "simultaneously" as they are interrelated. A change in one will usually produce a change in the other.

(Continued on page 5)

Certification Review Class Reminder

Take the review classes to prepare for the ASQ certification exam, as a review the body of knowledge for your professional development, or to earn Recertification Units (RU's) for attending the class. See Page 2 for schedules

Classes are open to members and non-members.



Section 1510 Website

www.asqsefla.org

Mailing Address:
PO Box 823855, Pembroke
Pines, FL 33082-3855

Section 1515 Website

www.asqpalmbeach.org

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

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. You do not need to be a member of ASQ to participate in a class. RU's are earned for class participation. 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	RU'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	TBD based on demand	One day Seminar 8:30 am—5:30 pm	Kannan Krishnan CQE, CQA, CQMa, CQIA, CSSBB, CQPA
CQT	Certified Quality Technician	2.7	\$300	August	9 sessions	Eleanor Chilson CQE, CQMa, CQA, CQIA and Andy Vouloukos CQE, CRE
CMQ/OE	Manager of Quality / Organizational Excellence	2.7	\$350	August	9 sessions	Kannan Krishnan
CQE	Certified Quality Engineer	3.0	\$350	September	10 sessions	Jim Carbone, CBA, CQA, CQE, CQMa, Robert Pintavalle CQMa, CQE, CQA, CSSBB
CSQE	Certified Software Engineer	2.4	\$275	September	8 sessions	Mercedes Massana CSQE, CQA
CQA	Certified Quality Auditor	2.7	\$275	September	9 sessions	Eleanor Chilson
CQIA	Certified Quality Improvement Associate	2.4	\$275	September	8 sessions	Kannan Krishnan
CQI	Quality Inspector	2.4	\$275	August	8 sessions	Eleanor Chilson
CRE	Certified Reliability Engineer	3.0	\$350	August	10 sessions	TBD
BPR	Blueprinting Reading	2.4	\$275	TBD	8 sessions	Eleanor Chilson
CCT	Certified Calibration Technician	2.4	\$275	September	8 sessions	Fred King - CCT
CSSBB	Six Sigma Black Belt	3.0	\$350	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	September	9 sessions	Kannan Krishnan & Purav Panathula
CBA	Certified Biomedical Auditor	2.7	\$275	August	8 sessions	Jim Carbone

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



Bob Gilbert shows the crowd that Green Initiatives can be included in Value Stream Mapping during the March 1510/1515 dinner meeting.

**Congratulations to the 1510/1515
joint meeting door prize winners:**

**Ali Benyounes
Tamara Zambrano**

Certification Test Sign-up Reminder

This newsletter is full of events that you can use to 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.

April 16 is the registration deadline for the **June 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.

Aug 6 is the registration deadline for the **Oct 2** administration for the following exams: Biomedical Auditor, HACCP Auditor, Manager of Quality/Organizational Excellence, Quality Inspector, Quality Technician, Reliability Engineer, Six Sigma Black Belt.

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*

ASQ 1515/ THEN Joint Event April 20, 2010 Event

"Application and Use of Six Sigma / Lean Methodology in Development and Implementation of a Total Joint Program at North Broward Medical Center"

Learn how North Broward Medical Center has applied Quality Improvement Methods in its pursuit of Excellence. North Broward Medical Center is a 409-bed community hospital and Broward Health's second largest hospital. Services include Adult Level II Trauma Center, Comprehensive Cancer Center, Neurological Institute and Joint Commission Certified Primary / Comprehensive Stroke Center.

Our speaker, **Pauline Grant** was named Chief Executive Officer of Broward Health North Broward Medical Center in 2003, and has been selected as one of the top 25 minority executives in healthcare by Modern Healthcare magazine. Prior to her appointment as CEO, she was Vice President of Ambulatory Services for Broward Health where she was responsible for the operations of 14 primary care sites, Healthcare for the Homeless, HIV/AIDS programs and home health and hospice agencies. Ms. Grant serves on the board of numerous community organizations including: American Lung Association Broward County, Urban League of Broward County, John Knox Village and the Aging & Disability Resource Center of Broward County (AADRC). She is a member of the Delta Sigma Theta Sorority and is active in the Wolmers Alumni (High School) Association. She was the recipient of the 2006 March of Dimes Women of Distinction award.

Ms. Grant received her Bachelor of Science and Master of Science degrees from the University of the West Indies, Jamaica. She received her Master of Business Administration from Nova Southeastern University in Florida. She is a Fellow of the American College of Healthcare Executives (FACHE).

Date: **Tuesday, April 20, 2010**

Time: 6:30 p.m.

Place: NCCI, 901 Peninsula Corporate Circle, Boca Raton

Phone: 561-893-1000 front desk for directions only

Cost: \$20 for ASQ members, \$25 for non-members, Buffet dinner included.

Please pre-register at www.asqpalmbeach.org before noon Sunday, April 18th

All registrations must be completed by noon Sunday, April 18th.

No Walk-In registrations or registrations past the cutoff are accepted due to building security policy.

We are sorry that we can not make any exceptions.

For questions about the event please email Enrique at emb109@aol.com subject: ASQ

ASQ 1515 Plant Tour April 29, 2010 at FPL

"Cycle Time Reduction for Return of Refurbished Materials to Inventory at FPL Physical Distribution Center"

Join us for a tour of FPL with Corporate Recycling & Services (CRS) and learn how FPL is taking a lead in reducing cycle time for returns of refurbished materials to inventory. From January through September 1, 2009, FPL's CRS has refurbished 862 different materials and supplies resulting in 3,918 SAP transactions. This amounts to \$1.5MM in returns to inventory. Currently, the cycle time for an item to move from CRS after being refurbished to being received at the Physical Distribution Center (PDC) is approximately 9 days with considerable variation. FPL's goal is to achieve Operational Excellence by reducing the cycle time for returns of refurbished material to inventory in the most economically optimal number of days by June 1, 2010. The anticipated business benefits include over \$250K in savings, improved process control and customer satisfaction.

Introduction by: Business Unit Champion, Keith White

Speaker: Project Lead Martha I. Guanarita

Tour Lead and Project Champion: Jason Massey

Date: **Thursday, April 29, 2010**

Time: **2:30 - 4:30 p.m.**

Place: FPL Plant West Palm Beach

Cost: Free for ASQ members

Please pre-register at www.asqpalmbeach.org

For questions about the event please email Enrique at emb109@aol.com subject: ASQ

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Bob also placed emphasis upon metrics, that is, quantitative standards from which to evaluate the “before and after” of a Green initiative.

Metrics suggested include:

- Energy Used - Material Usage
- Chemical Usage - Water Usage
- Air Emissions - HazMat Generation
- Solid Waste Generation - Waste Water Discharge

The metrics can be incorporated into the individual steps of the GSM. Those steps with the highest values of input, consumption, or output become the object of the Green improvement team.

Bob did caution that some financial investment may be necessary to achieve the gains desired.

Our thanks to Bob for a very informative, practical, and insightful presentation.

For a schedule of all 1515 events, please check out our website: www.asqpalmbeach.org to learn of future sessions.

Jay Stahan on behalf of the 1515 Leadership Team

Section 1515 Call for Nominations

Nominations are being sought for the elected positions of Chair, Secretary, and Treasurer for FY 2010-2011. All members of Section 1515 are entitled to nominate individuals or themselves for leadership positions. If you are interested in serving Section 1515 in a leadership role or know someone you think could be our next Chair, Secretary, or Treasurer, please send your nominations to nomination-chair1@ASQPalmBeach.org.

ASQ Re-certifications
 Congratulations from the Section 1515
 Lead Team!

**Kateri Brunell: CQE, CMQ/
 ME, SSBB**

Anuj Chokshi: SSBB

Lena Ingraham: CQA



ASQ SECTION 1515 Activities

Type of Event	Speaker	Topic	Save dates	Venue
Joint Meeting ACHE Fourth Annual Joint Meeting:	Pauline Grant	Quality Improvement in Healthcare	April-20	NCCI
Tour meeting at FPL	Jason Massey	Plant tour FPL/ FPL Quality System	April 29	Corporate Recycling Center
Joint Meeting ASTD Second Annual Joint Meeting:	Vivian Bringslimark	Root Cause Analysis: the key to creating “aha” performance moments with your internal customers.	May-6	West Palm Beach
Monthly Meeting	Alyson Goermar	NCCI 10 step Quality Management System	May-20	NCCI
Monthly Meeting	Kateri Brunell	Six Sigma at ADT	June-TBD	NCCI

Visit... ASQ Section 1515 Website: www.asqpalmbeach.org

1510 Dinner Meeting

April 13, 2010 Event

Stories of Lean Manufacturing Implementations, successes and mistakes: what we can learn from them.

The presentation covers implementations in the medical device, light manufacturing and other industries. The importance of existing policies and the needed help from support departments specifically Quality and the difference an involved management can make. Presentation will include Q & A

Speaker's Biography: **Joe Rodriguez, CMC**, Lean Manufacturing expert, is an author, a consultant and lecturer. His diverse, multinational experience across several industries makes him a valued speaker or seminar leader on Lean Manufacturing. He shows companies how to create improved processes and a culture that welcomes change. He delivers on the ways to improve management thinking and productive processes that generate outstanding and sustainable results. For a free white paper, go to www.gil-lean.com

Professional Background: Founder, Global Innovation Leadership, a professional services company. BS & MS, Georgia Tech. MBA, Suffolk University. Member SME, AME, IMC, FSA and NSA.

Date: **Tuesday, April 13, 2010**

Place: Don Shula's Hotel, 6842 Main Street, Miami Lakes

Phone: 305-821-1150

Cost: \$26, Learning something and networking with associates: Priceless

Please pre-register at www.asgsefla.org before 12 noon, Sunday April. 11th

ASQ 1515 /ASTD Joint Meeting May 6, 2010 Event

**“Root Cause Analysis: the Key to Creating “aha”
Performance Moments with Your Internal Customers”**

At our joint meeting with the Fort Lauderdale Chapter of the American Society for Training and Development, we will learn how root cause analysis can determine real solutions using case studies utilized in the pharmaceutical industry and at Good Manufacturing Practices Training & Education Association, Inc. (GMP TEA) conferences.

Our speaker, **Vivian Bringslimark** is the President of HPIS Consulting and Chief Communications Officer for GMP Training, Education Association, Inc. She has a unique mixture of education, life sciences industry experience and consulting practice enabling her to provide human performance consulting services for improving people strategies. In her current role, she partners with clients to analyze root causes of human performance gaps and implement appropriate solutions that align with stated business outcomes to bring about more long term and predictable performance resulting in yearly goal achievement and operational excellence.

Previously, Vivian worked for PAREXEL Consulting as a Senior Consultant re-engineering quality systems and developing organizational effectiveness solutions. She began her pharmaceutical career at Ciba-Geigy as a Manufacturing Supervisor where she also managed the Training Department, developed a Supervisory GMP Curriculum for Floor Supervisors and managed the development of a Training Plan for the New Manufacturing Facility rollout. She also served as both Manager of Technical Training and Director of Training for Watson Laboratories.

Ms. Bringslimark received her M.A. in Adult Education from Teachers College Columbia University in New York, her M.S. in Educational Computing from IONA College in New Rochelle, New York, and holds a dual B.S. in Secondary Math Education and Liberal Arts Mathematics from SUNY @ Oneonta in New York.

Date: **Thursday, May 6, 2010**

Time: **5:30 – 8:00 p.m.**

Place: DeVos Graduate School of Management, Northwood University,
2600 N. Military Trail, West Palm Beach 33409

Cost: \$28 for members, \$35 for non-members, Dinner included.

Please pre-register at www.asqpalmbeach.org before 5pm Monday, May 3rd

For questions about the event please email Enrique at emb109@aol.com subject: ASQ

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 recruitment@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**.

A **medical device manufacturer** is looking for a member of their Regulatory Affairs Team. This position will support to the organization for the development of products. Specifically: Medical Devices, Combination Product Medical Devices, Write US PMA regulatory submissions, Write EU Design Dossiers, Support regulatory submissions throughout the world, Review and approve design and development documents, Make regulatory filing determinations for product and process changes, Consult and work with regulatory affairs personnel. The qualified candidate will possess the following: Five or more years of medical device regulatory experience, Experience with Drug/Device products is considered a plus, Bachelors or advanced degree, or equivalent. Scientific and or technical degree(s) preferred, Demonstrated ability to work in multi-national, multi-cultural environment, Good oral and written communication skills including the ability to present and discuss scientific/technical data and/or other requirements with senior management, the US FDA, competent authorities and or notified body personnel. If interested contact: Nathan Dold, Account Executive at 800-875-3336 from 7:30am to 4:30pm EST. MRINetworkTM, Management Recruiters of St. Lawrence County, EXPERTS IN GLOBAL SEARCHTM, (315) 393-9460, nathan@mrlsc.com, 230 Caroline Street, PO Box 237, Ogdensburg, NY 13669, (315) 393-9466 Fax, www.mrlsc.com. <http://www.linkedin.com/in/nathandold>

More Employment Opportunities On Website

Please visit the Career area of the Section 1510 website for the most current and complete listing of opportunities

Florida Sterling Conference

THE ULTIMATE BUSINESS HUDDLE: Plan for the Perfect Play

Register Now for fun and excitement June 1- 4th, JW Marriott, Grande Lakes, Orlando

The 18th annual **Florida Sterling Conference** is around the corner. Each year this conference receives outstanding ratings from attendees and this year will be no exception.

Overall, there are more than 50 different workshops held during the three day event, so you're sure to find excellent topics of interest and valuable information catered to your interests and industry.

Keynote speakers include

- ◆ Dr. Terry Holliday, Commission of Education, State of Kentucky
- ◆ Clayton Fitzhugh, Vice President & Chief Human Resource Officer, Catholic Health East
- ◆ Malcolm Out Loud, Brink Thinker & Host of the "Malcolm Out Loud" Show
- ◆ Chris Hart, President/CEO, Workforce Florida Inc and Interim Director, Governor's Office of Tourism, Trade & Economic Development



But wait!!! There's more.....

Workforce Florida (WFI) provides grant funding for skills upgrade training for Florida's private sector employees. Attendees' registration may be covered **UP TO 50% OFF** for the eligible training costs as long as they meet certain criteria.

Sterling: A Competitive Advantage in this time of Change

Learn more and register.... visit: www.floridasterling.com



The Variant



AMERICAN SOCIETY
FOR QUALITY

Section 1510 with Section 1515

April 2010

Section 1510 Dinner Meeting ---- Tues April 13

**Speaker: Joe Rodriguez,
CMC**

**Topic: Stories of Lean Mfg
Implementations**

Section Elections will be held at this meeting

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

Meeting Date / Time: Tuesday, April 13, 2010 at 5:30 pm Networking with Cash Bar, Dinner meeting starts at 6:30 pm

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

Menu: Choice of Penne Pasta w/ Grilled chicken and Sundried Tomatoes in Portabella Cream or Penne Pasta Primavera. Served with Cesar Salad, rolls and butter and Carrot Cake for desert.

Register online www.asqsefla.org which links to www.sme150.org to register

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.