



The Variant

www.asqsefla.org

Section 1510 with Section 1515

June 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 everyone, hope all is well. To inform all who missed our dinner meeting on the 13th of April, you missed some great stories about Lean Manufacturing. Our speaker was Joe Rodriguez CMC a lean Manufacturing expert of 25 years. He told us about some successful and not so successful lean implementations from all around the world. It is truly amazing how a strategy with all of the humans from top to bottom get on board can turn a manufacturing line into a streamlined function. Thanks again Joe. Job well done!

Our May meeting at Shula's was a talk about FMEA and its wonders. It was presented by our Deputy Regional Director, Myriam Ochart. Thank you for your attendance is it very welcomed. See this Variant for details on our June 8th joint event with 1515 at Tropical Acres.

I would like to mention our scholarship award to everyone again. Everything you know about it can be found on our website. The scholarship is available to all of our members and their immediate families.Please check it out.

ASQ is looking for a classroom location in the South Florida area where to hold refresher classes on weekday nights and certification exams on Saturday mornings. If you have a location that ASQ can use, please contact Mayra Bisnow at mbisnow@gmail.com or Patricia Irish at irishp@bsci.com. The certification location will change starting in the 2011-2012 year.

Take care and I will see you soon!

Rich

Editor's Note:

The May issue of the Variant was not published. This June issue includes updates for both May and June.

Message from the Section 1515 Chair by Jay Stahan

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

CONGRATULATIONS!! I am very pleased to announce the officers for Section 1515 for the coming fiscal year 2010-2011. Taking office July 1 are:

Section Chair – Bob Gilbert
Secretary – Guillermo Rodriguez
Treasurer – Jeremy Montanti

Bob, Guillermo, and Jeremy have successfully held Lead Team positions in the past in Section 1515 and their leadership involvement in the section will continue for another year. Please join me in congratulations and providing them our support in the coming year.

Section 1515 was fortunate to have a CEO present at our April 20 dinner meeting, our 4th Annual joint meeting with the American College of Healthcare Executives (ACHE). Ms. Pauline Grant, CEO of Broward Health Medical Center (BHMC), along with Green Belt Mr. Brian McAuley, Manager of Process Improvement/Customer Service, provided great insight into how BHMC used Six Sigma/Lean methods to make improvements that were crucial to the business plan, and to the successful attainment of business goals. As Ms. Grant noted, such initiatives must be shown to have a positive impact to the organization's "bottom line" for a CEO to provide full support.

In a business crucial situation, BHMC was losing surgical operations to other hospitals. These operations were an important income stream for BHMC. A Process Improvement project was initiated entitled "ADDIE". Although with good intentions, it was not until exposure to more formal improvement methodologies through the Florida Sterling Team

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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

Section 1510 voted on the candidates for next year's Board at the April Meeting. Their term starts on July 1, 2010.

The newly elected candidates are:

Chair: Eduardo M Suarez

Vice-Chair: Amarilis Acosta

Treasurer: Pablo Diaz

Secretary: Kannan Krishnan

Congratulations to the elected Officers.

\$\$\$ NEED MONEY FOR COLLEGE \$\$\$ SECTION 1510 SCHOLARSHIP

Are you or one of your family members off to college? Would a little extra money \$\$\$ help with expenses?

Section 1510 sponsors a scholarship that may be right for you, but time is running out. The Orlando Acevedo Scholarship is awarded to one or more deserving undergraduates each year. Complete details along with the application are available at our Section website, www.asqsefla.org.

Deadline for submissions is **June 20th**. Contact our Scholarship Chair, Bonnie Eifert, with any questions: eifertb@bellsouth.net.

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.

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.

Oct 15 is the registration deadline for the **Dec 4** 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*

**ASQ 1510/1515 Plant Tour
June 22, 2010 at ACR**

“ACR’s Lean Transformation: Walking the Walk”

ACR Electronics, Inc. designs and manufactures safety and survival products. ACR builds quality products knowing they are used to save lives. Join us to learn about their Lean journey.

- Short presentation on ACR’s Lean Transformation
- Plant tour
- Open discussions sharing experiences on Lean

This event is limited to 22 attendees

Date: **Tuesday, June 22, 2010** Time: **6:00 p.m.**

Place: 5757 Ravenswood Rd., Ft. Lauderdale, FL 33312-6645

Cost: Free to PAID ASQ members of 1510 and 1515 There will be a light snack served.

Please register by June 17th by emailing Eleanor Chilson at eleanor.chilson@hoerbiger.com

**ASQ LEADERSHIP TRAINING
SECTION 1510
Saturday, July 17, 2010**

This biannual training is specifically geared to provide the necessary tools and information necessary to run an ASQ section.

This training class is offered to all the ASQ Members.

With the 1510 Mission in mind, the ASQ-1510 holds biannual Leadership Seminars covering the following topics:

Agenda:

- New Directives National updates*
- Ethics and professionalism presentation*
- Working with volunteers*
- Web site news and recap*
- Upcoming changes*
- Working lunch*
- TOPIC: How can we improve this year?**

*Speaker: Linda Milanowski –National ASQ
Members of any other ASQ section may join 1510
Time: 7:30 a.m. to 1:00 p.m.
Place: Crowne Plaza Hotel 13400 W Sunrise Blvd, Sunrise, FL 33323
Cost: Free with RESERVATIONS**
Includes Breakfast and Lunch*

***Reservations must be made in advance by sending a \$60 check payable to “ASQ 1510”, and postmarked by July 12, 2010 to ASQ Section 1510, PO Box 823855, Pembroke Pines, FL 33082-3855. The day of the training the un-cashed checks will be returned to the attendees. Checks will be cashed for “no-shows” to cover the cost of breakfast and lunch.*

Section 1515 Plant Tour at FPL's Corporate Recycling & Services



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

Aaron Kim
Myriam Ochart

CSSBB
CMQ/OE

1510 Door Prize Winners:

April

Mayra Bisnow and Ricardo Gutierrez

May

Mike Jakubowski and Ali Benyounes (3rd Time)

(Continued from page 1)

Competition Showcase that formal improvement plans were developed. Lean and Six Sigma methodologies were introduced to BHMC leadership. Thereafter, 5 improvement teams were formed. One in particular, a team involved with Joint Replacements (Orthopedics), adopted a formal Six Sigma approach to problem solving. Many Six Sigma "tools" were utilized with Brian guiding the team in the Pilot Project. The tools included:

- SIPOC
- Benchmarking
- Fishbone Diagram
- Solution Criteria Matrix
- Data Driven Solutions
- Kano Analysis for VoC
- Starburst Diagram
- Gantt Chart
- Impact/Effort Matrix
- Performance Dashboard

As CEO, Ms. Grant was personally involved by having team leads report results each week (Friday morning meeting for 1 hour – Just the FACTS, good or bad!!).

Simultaneously, BHMC wanted to achieve Joint Commission Certification, which was accomplished in December 2009!! This was a great accomplishment as it is an independent recognition of health care excellence. The certification could not have been achieved without the Six Sigma/Lean Project. "Its impact hits the bottom line", states Ms. Grant. Given the changes coming in health care reform, we are already a leaner, more efficient organization.

Our thanks to Pauline Grant and Brian McAuley for a great and informative presentation.

On April 29th ASQ 1515, John Massey led a Plant Tour of FPL's Recycling & Services (CRS) Riviera Beach site. In a 9 month period the site has refurbished 862 different materials and supplies. The cycle time for an item to move after being refurbished to being received at the Physical Distribution Center (PDC) is about 9 days with considerable variation. Martha I. Guanarita, presented progress on her cycle time reduction project. FPL anticipates over \$250 k in savings, improved process control and customer satisfaction with considerable additional savings on the next stage.

In May, Section 1515 had 2 great presentations. On May 6th, Vivian Bringslimark of HPIS Consulting made a presentation on a subject

every quality professional addressed at one time or another, "Root Cause Analysis". In this meeting jointly held with ASTD, Vivian effectively discussed, and demonstrated, guidelines to problem solving, the tools and techniques of RCA, such as the 5 Whys, Force Field Analysis, Fishbone Diagrams, and Mistakes common when using root cause analysis. Vivian's presentation included audience participation that assisted our individual understanding of the significant points of her presentation.

On May 20th, Alyson Goermar, Sr. Quality and Performance Excellence Consultant with our site host, NCCI (THANKS NCCI !!) provided in-depth insight into NCCI's Quality Management System (QMS). NCCI's quality program initiative is focused upon Continuous Improvement using the PDCA model. The initiative was begun in 2006, and continues to evolve today. The NCCI 10-Step process is based upon the PDCA model, and is used throughout 9 divisions to drive improvements throughout the entire corporation. A central "Quality Council" leads the application of the 10-Step process. The Quality Council has developed a training curriculum comprised of Q101 (for all employees), Q102 (for improvement Leaders in Management positions), and Q103 (for employees assigned to an Improvement Team). Projects are based upon a perceived need to improve. Metrics used to evaluate success of improvement initiatives are (1) Customer Satisfaction, (2) Accuracy of information, and (3) Timeliness of response to requests. The Council is now evaluating the performance of the QMS since 2006 to identify improvements to the entire QMS. The PDCA model is being applied to the entire QMS.

Alyson's presentation is available on the Section 1515 website.

Section 1515 has developed a Voice-of-the-Customer (VoC) survey for our members. You have received information via email on how to participate in this very "brief" survey. We want your input on how best to serve YOU. If you have not as yet provided us your input, please request the survey at sandimountain@aol.com.

Visit our website, www.asqpalmbeach.org, to learn of our events, to register for upcoming events, and to use as a quality profession resource for information and education needs.

Jay Stahan on behalf of the 1515 Leadership Team



← The 2009-2010 1515 Lead Team

I would like to thank my Lead Team for their support of Section 1515 members and volunteering to work on the many initiatives we had this past year. It truly was a joy working with these Quality Professionals who never lost sight of the fact the Lead Team's Mission was to serve our members in every way possible.

- Treasurer – Charlotte Williamson
- Secretary/Programming – Enrique Bekerman
- Audit – Jeremy Montanti
- Certification/ReCertification – Judy Gottesman
- Education – Bob Gilbert
- Publicity – Denise Sandberg
- Internet – Mauricio Perry
- Arrangements – Mikhail Bunich
- Membership/Nominations – Guillermo Rodriguez

WELL DONE TEAM!!
Jay Stahan/Chair

1510/1515 Dinner Meeting

ASQ 1515/1510 – Joint Dinner Meeting Tuesday June 8, 2010

“View from the Frontline: Lessons Learned from Multiple Lean Six Sigma Deployments”

Our Speaker: **Kateri Brunell** is Director- Operational Excellence at ADT Security Services, Inc. During her career with various groups in ADT and Tyco, she has held positions as Director/Project Champion and Six Sigma Master Black Belt. Prior to joining Tyco/ADT she was Performance Excellence Consultant / Advisor to Division President at NCCI Holdings, Inc, Managing Director/Owner at Conceptual Dynamics, Inc. and Vice President/Partner at FPL Group, Inc./Qualtec, Inc.

Kateri is an experienced certified instructor in more than 12 Operational Excellence areas. She is a leader and talent developer with 18 years of experience in Six Sigma and quality initiative deployment, consulting, training, mentoring and project management. She also has significant background in implementing major performance improvement/change initiatives within global Fortune 500 service-oriented organizations, working at all levels and in multiple functional areas to achieve quantifiable financial and operational results. Her experience has encompassed deployments of Six Sigma in Sales, Marketing and service/transactional environments.

Kateri has earned a B.A. in Mass Communications from University of South Florida, an MBA in General Management from Florida Atlantic University and is currently pursuing a PhD in Human & Organizational Systems at Fielding Graduate University.

Date: **Tuesday, June 8, 2010**

Time: **6:00pm** Registration/Networking, **6:30pm** Dinner, **7:15pm** Presentation

Place: Tropical Acres Restaurant, 2500 Griffin Rd., Davie, just west of I-95.

Cost: \$26 for Members and Non-ASQ Members.

Register at www.asqsefla.org or email pdiaz@bellsouth.net prior to noon, June 6th.



ASQ SECTION 1515 Activities

Type of Event	Speaker	Topic	Save dates	Venue
1515/1510 Joint Meeting	Kateri Brunell	View from the Frontlines: Lessons Learned from Multiple Lean Six Sigma Deployments	June-8	Tropical Acres Davie
1515/1510 Joint Tour	Dan Ulmer	ACR's Lean Transformation: Walking the Walk	June-22	Ft. Lauderdale
1515 Dinner Meeting	Doron Zilberstein	The Hidden Aspects of Quality: The Psychology Behind the Processes	September-7	NCCI Boca Raton

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

Section 1510 Upcoming Events

Type of Event	Speaker	Topic	Dates	Venue
1510/1515 Joint Meeting	Kateri Brunell	Lessons Learned from Multiple Lean Six Sigma Deployments	June-8	Tropical Acres Davie
1510/1515 Joint Tour	ACR	ACR's Lean Transformation: The Hidden Aspects of Quality:	June-22	Ft. Lauderdale
ASQ Leadership Training — All ASQ Members Welcome	Linda Milanowski	Tools and Information to Manage an ASQ Section	July 17	Sunrise

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.

Arizona Solar Power Company is searching for a Director of Performance and Diagnostics. For more information about the job posting and how to apply, visit: <http://hiringaccolo.com/job>.

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**.

POSITION WANTED:

ASQ member seeks Quality Assurance position S. FL area in medical, general or defense industries. Over 17 years experience with implementing and managing ISO 9000 and ISO 13485 systems. Exceptional knowledge of FDA 21 CFR 820. Excellent hands on management skills for both QA quality systems and QC areas. International experience. Creative problem solver, can handle multiple tasks, areas and projects. Outstanding references. Resume on request. Contact: quality.assurance@gmail.com or mclayton323@gmail.com.

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

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

June 2010

Section 1510/1515 Joint Dinner Meeting

Tuesday, June 8 at Tropical Acres

Speaker: Kateri Brunnel, Director, ADT Security Services

Topic: Lean Six Sigma Deployments Lessons Learned

Registration Deadline: Sunday, June 6, 12:00 Noon

Meeting Date / Time: Tuesday, June 8, 6:00 p.m. registration/networking, 6:30 dinner, 7:15 p.m. presentation

Location: Tropical Acres Restaurant 2500 Griffin Road, Dania, Florida 33312

Menu: Choice of New York Strip Steak, Chicken Francaise, or Vegetable Pasta Primavera

Served with Cesar salad, mixed vegetable, and baked potato and cheesecake.

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.