



# The Variant

www.asqsefla.org



Section 1510 / 1515

April 2005

## Inside this issue:

ASQ Certification Refresher Courses.....	2
Certification Update.....	3
Section 1510 Dinner Meeting Invite.....	4
Section 1515 Announcements.....	5
ASQ National News.....	6
ASQ World Conference Invite.....	7
Section 1510 Monthly Meeting Details and Invite.....	8

### Section Chairs:

Bonnie Eifert, Section 1510 Chair  
eifertb@bellsouth.net  
Joni Judd, Section 1515 Chair  
JLAnalysis@aol.com

### Newsletter Editor:

Cathy Peak, Newsletter Editor  
cathypeak@bellsouth.net

### Section 1510 Website

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

### Section 1515 Website

[www.ASQualitypalmbeach.org](http://www.ASQualitypalmbeach.org)

View the latest

Section information

Register for classes

And register for

Section Dinner Meetings

National Website

[www.ASQ.org](http://www.ASQ.org)

## Message from the Section 1510 Chair by Bonnie Eifert

### Quality is Everyone's Job

On its webpage, ASQ reminds us that "Quality is everyone's job ... at least it should be. Whether it involves producing a reliable product or service, providing sound patient care, or ensuring that children are well educated, quality is about individuals."

As an individual, we can reinforce that philosophy and help strengthen our organization at the same time. ASQ is only as strong as its members and our referral program Each-One-Reach-One brings in over 5000 new members worldwide each year. You may have suggested membership to associates in the past, but between now and June 1st when you refer new members and they join, ASQ will reward you for your efforts.

### Earn Rewards for Referring New Members

The program is open to all individual levels of membership – Regular, Associate, Forum and Student. Simply make sure your name and membership number is included on the new member application and that the applicant joins before June 30, 2005 to qualify for rewards. If you've never referred a new member and refer one prior to June 1, ASQ will send you an ASQ coffee mug. For three members you'll receive a free Quality Press book of your choice valued at up to \$25.00. For 7 members, receive a \$50.00 Quality Press book certificate and for 20 members, a \$100.00 American Express gift card.

To help, take advantage of our Section offer to bring a new face to a dinner meeting and save \$5.00 on dinner. A coupon is available in this newsletter. Maybe we'll also have a new member.

### Special Thanks

Special thanks to Miream Sierra, Director Hispanic Services and Customer Relations, at Memorial Regional Hospital in Hollywood. Miream arranged for us to use the conference at the hospital for our Koality Kid training and made sure that we had everything we needed.

### An Apology and Thank You

An apology for the late delivery of last month's Variant and a thank you to those of you who alerted us to the late delivery. Although we strive to assure that upcoming event information is available in a timely manner, sometimes circumstances are out of our control. Please remember that information for upcoming meetings and events is also located on our website at [www.asqsefla.org](http://www.asqsefla.org)

### Two Announcements

For all of you that have waited for the Certified Calibration Technician class, we are actively seeking attendees. Please sign up through the website.

The deadline for submitting applications for the Orlando Acevedo Scholarship is getting closer. Please see the application on the website.

### 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 Certification Refresher Classes

If you are thinking of taking a class please sign up on our web page at [www.asqsefla.org](http://www.asqsefla.org). If you have a question regarding registration or course site, you can call Amarilis Acosta at 305-380-3592 or email her at [Amarilis.Acosta@coulter.com](mailto:Amarilis.Acosta@coulter.com). If you have a question regarding course content, textbooks or ASQ certification, contact Eleanor Chilson at 954-428-7373 x-245. Please sign up at least three weeks before the scheduled start of class so that we can assure that you have a textbook at the first session. Any classes for which we do not register a minimum of five students will be cancelled.

### All Classes Are Refresher Classes

	Class Name	CEU's	Fee	When	Time	Place	Instructor
IA	Internal Auditing for Quality Systems	1.0	\$175 Includes breakfast, lunch, snack, hand-outs	February, October	8:00 am to 4:00 pm Seminar, One day	TBD	Kannan Krishnan CQE, COA, CQMa, CQIA, CSSBB
CQT	Certified Quality Technician	2.7	\$300 Includes textbooks & materials	Wednesdays In January, August	5:30 pm to 8:30 pm 9 sessions	Boston Scientific, Doral	Eleanor Chilson - CQE, CQMa, COA, CQIA, Andy Vouloukos - CQE, CRE
CQMa	Certified Quality Manager	2.7	\$350 Includes textbooks & materials	January, August	5:30 pm to 8:30 pm 9 sessions	Beckman Coulter Corp. Hialeah	Kannan Krishnan CQE, COA, CQMa, CQIA, CSSBB
CQE	Certified Quality Engineer	3.0	\$350 Includes textbooks & materials	March, September	5:30 pm to 8:30 pm 10 sessions	TBD	Andy Vouloukos - CQE, CRE
CSQE	Certified Software Engineer	2.4	\$275 Includes textbooks & materials	Wednesdays April, September	6:00 pm to 9:00 pm 8 sessions	TBD	Mercedes Massana - CSQE, COA
COA	Certified Quality Auditor	2.7	\$275 Includes textbooks & materials	April, September	6:00 pm to 9:00 pm 9 sessions	TBD	Eleanor Chilson - CQE, CQMa, COA, CQIA
CQIA	Certified Quality Improvement Associate	2.4	\$275 Includes textbooks & materials	April, September	5:30 pm to 8:30 pm 8 sessions	Beckman Coulter Corp. Hialeah	Kannan Krishnan CQE, COA, CQMa, CQIA, CSSBB
CMI	Certified Mechanical Inspector	2.4	\$275 Includes textbooks & materials	January, August	6:00 pm to 9:00 pm 8 sessions	TBD	Eleanor Chilson - CQE, CQMa, COA, CQIA
CRE	Certified Reliability Engineer	3.0	\$350 Includes textbooks & materials	July end	6:00 pm to 9:00 pm 10 sessions	TBD	Andy Vouloukos - CQE, CRE
BPR	Blueprinting Reading	2.4	\$275 Includes textbooks & materials	Call Instructor, Starts soon	5:30 pm to 8:30 pm 8 sessions	TBD	Eleanor Chilson - CQE, CQMa, COA, CQIA
CCT	Certified Calibration Technician	2.4	\$275 Includes textbooks & materials	April 7, September	5:30 pm to 8:30 pm, 8 sessions	TBD, Kendall Area	Fred King - CCT
DOE	Design of Experiments	3.0	\$300.00	September, February	10 sessions	TBD	Robert Pintavalle - CQMa, CQE, COA

**For Certification Exams dates and locations, please visit the ASQ Certification website at [www.asq.org](http://www.asq.org)**

## CERTIFICATION UPDATE

New, easy way to synchronize multiple ASQ certifications! Instead of juggling prorations of points, if you want to synchronize a certification coming up for expiration with your other certifications, read on to see how easy it is!

How do I synchronize my certifications?

To initially synchronize two or more certifications all you need to do is include documentation and the 18 RU credits required to recertify the certification that is currently due. On the front cover recertification application form, just indicate what other ASQ certifications you wish to have synchronized with the certification that is currently due. You are not required to provide evidence for any of the other certifications you are trying to synchronize. As long as the one certification that is currently due is approved then all other certifications, as indicated on the application form, will be pulled back to expire the same as the certification which is most currently due. Then for future re-certification's you will only need to provide a total of 18 RU credits for all synchronized certifications on one application form along with one set of documentation. The fees for recertifying two or more certifications are:

ASQ member: \$50.00 total      Non-member: \$50.00 each

Recertification Reminder Some "points" to remember when accumulating your RU points for ASQ Recertification:

The six month grace period for recertifying is to help you prepare documentation, but is not an extension of time to accumulate points necessary to meet the 18 point requirement - please check that you've earned the necessary points before your Certifications expire.  
Please be sure to include a form of payment for the recertification fee.

Credit card payment (MasterCard, Visa or American Express) needs to include your signature, the card number and expiration date.

Payment by check or money order needs to include the payment document. Omitting these by mistake delays your recertification.

If you are an ASQ Member, the \$50 fee covers ALL your certifications saving you money over the non-member fee of \$50 each

Send your Recertification Journals and form of payment (made payable to ASQ) to: Jim Carbone, ASQ Section 1510 Recertification Chair, P. O. Box 4343, Fort Lauderdale, FL 33338-4343 Email or call Jim with any questions at: Email: Jim\_Carbone@yahoo.com Tel: 954.817-9797 Fax: 954.202.0255  
"Note: Sending your Recertification packages by Express or Certified mail costs more and can delay receipt. If you need a delivery confirmation, use the USPS "Delivery Confirmation" for less than a dollar and I'll receive your Recertification Journal (whether or not the Post Office is open) and you'll have the confirmation you requested."

### Looking for a Quality web site?

Here are quality-related sites the Quality Progress staff has found to help you in your search:

<http://www.sfma.org>, South Florida Manufacturing Association

<http://www.sixsigmaforum.com> six sigma forum from ASQ

<http://www.isixsigma.com> is your one stop for everything you wanted to know about six sigma

# Section 1510

## Monthly Meeting Announcement

Tuesday, April 12, 2005 at 6:00 PM

Speaker Dr. Greg McLaughlin, Ph.D.  
Presenting "Six Sigma - Voice of The Customer, Satisfaction  
Measurement; Knowledge Management"

Dr. McLaughlin Ph.D. is a certified Six Sigma Black Belt, Director of Quality, Tyco/ADT, noted expert in the field of Knowledge Management, former Section 1515 Chair, Vice-Chair, and Treasurer, former President of consulting firm Inthesis, Inc. specializing in Six Sigma, Knowledge Management, Market Research & Training.

Meeting contact: Paul Fray, Arrangement Chair, paulfray@iqc.bz or paulfray@isoqualityconsulting.com 954-732-1613

American Society for Quality  
Southeast Florida Section 1510

PO Box 835062  
Miami, FL 33283-5062

### \$5 COUPON

Bring a non-member to a Section Monthly Dinner Meeting

Meeting Date: \_\_\_\_\_  
Guest Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Member Name: \_\_\_\_\_

#### ASQ e-Learning Center What is e-Learning?

E-Learning is becoming one of the most popular alternatives to face-to-face training. Also referred to as online or distance learning, e-Learning consists of Web-based courses taken over the Internet.

#### What are the benefits of e-Learning?

E-Learning allows you to access the training you need right when you need it. You save the travel time and expense involved in attending a face-to-face training program. You can take an e-Learning course anywhere you have Internet access.

Courses are offered at a 10% discount to ASQ members. To access this discount, use the ASQ Member link under [To Register](#) in the course description. **You will need your ASQ Member number and the My ASQ password.** Then follow the instructions given to receive the ASQ Member price.

#### What do I need in order to take an e-Learning course?

The technical requirements differ from course to course. Some courses have an audio component, so you need a sound card and speakers or headphones. Other courses require the use of executable programs such as Flash, Adobe Acrobat Reader, or RealPlayer. These programs can be downloaded free from the Internet. Each e-Learning course description explains the technical requirements for the course.

#### What can I expect in an e-Learning course?

The components of a course vary. Some of the features found in e-Learning courses include exercises, case studies, assignments, quizzes, pre- and post-tests, audio, video, printable handouts, virtual classroom discussions, online notebooks, toolboxes, and more. Courses vary in length from a few hours to more than 120 hours of learning time. Many courses offer the opportunity to earn Continuing Education Units (CEUs) and/or ASQ Recertification Units.

Courses are offered in different formats. Many are self-directed, and can be completed on your own time and at your own pace. Other courses offer the guidance of an instructor, although course content is completed on your own time. There are also live, instructor-led courses, so you need to log on at specific times to participate. An explanation of the course format is found in each e-Learning course description.

#### How can I try e-Learning?

There are a few opportunities to experience e-Learning. Please visit <http://www.asq.org/ed/e-learn/about/index.html> for more information.

# Section 1515 Announcements

## Message from the Chair Section 1515

Joni Judd

We are pleased to present the slate for 2005-2006 Section 1515 Officers as follows:

Chair	Bernie Carmel
Vice Chair	Charlotte Williamson
Secretary	Rafael Mejia
Treasurer	Margaret Rainforth

Elections will be held at the April 28 Meeting at NCCI.

We are very excited to announce the following 2005-2006 Section 1515 Committee Chairs:

Auditing Chair	Bradley Smith
Certification Chair	Bernie Carmel
Education Chair	Dan Ulmer
Internet Chair	Mauricio Perry
Membership Chair	Mikhail Rozenblyum
Nominating Chair	Rick Henderson
Publicity Chair	Enrique Bekerman
Recertification Chair	Joni Judd

We are still searching for Volunteer Chairs for the following positions:

- Program Chair
- Arrangements Chair
- Examining Chair

**Please seriously consider getting involved. It can be very rewarding.**

## Build a Lean Enterprise: Lean Beyond the Shop Floor

ASQ 1515 is proud to present "Build a Lean Enterprise" by Phil Centonze Manager of Service Delivery for the Florida MEP on April 28, 2005.

Lean process management concepts, with deep roots in manufacturing, work in all environments and across all industries. This presentation will provide an overview of these concepts and techniques as they apply to information flows and paperwork and administrative processes. In discussing Lean, participants will see and hear how implementing ideas like quality at the source, cellular flow, visual management control, and other tools reduce cycle time and process costs, and improve process output and timeliness.

Phil Centonze, Manager of Service Delivery  
Florida Manufacturing Extension Partnership (MEP)

A ten-year Florida Sterling Master Examiner, Phil Centonze has worked with top leaders of business and government, advising and guiding their organizations to improve competitiveness, profitability, and the way they do business. He has implemented and trained Lean process management techniques as a senior manager in government, service, and manufacturing organizations around the U.S. for over 12 years. With the Florida MEP he continues to employ and teach Lean principles to teams of managers and employees of large and small organizations in Florida. He has earned a BS degree in engineering from the U. S. Coast Guard Academy and an MBA from Florida International University in Miami.

Place: NCCI Holdings Headquarters, Boca Raton

Time: 6:30 p.m.

Cost: \$15 for members

RSVP: [emb109@aol.com](mailto:emb109@aol.com) or call 954-856-8810, Enrique Bekerman



14505 Commerce Way  
Suite 500  
Miami Lakes, FL 33016  
Tel: (305) 819-0385  
Fax: (305) 820-1015  
Mail: [cqr@cotecnausa.com](mailto:cqr@cotecnausa.com)  
[www.cqrservices.com](http://www.cqrservices.com)  
[www.cotecna.com](http://www.cotecna.com)

### ISO 9000 CERTIFICATIONS AND TRAINING

*¡Ahora con clases en Español!*

**For our training schedule and complete line of certification services,**

**call us at (305) 819-0385, or visit our site: [www.cqrservices.com/schedule.html](http://www.cqrservices.com/schedule.html)**

Day, evenings and weekend classes. Classes limited to the first 10 students! (Students in auditing classes receive a complete set of authorized copies of the ISO 9000 family of standards & other training materials (a \$135.00 value). Meals included in "all day" classes)

**ISO 9001:2000 INTERNAL AUDITING COURSE AVAILABLE. INVESTMENT \$300.00**

**Are you certifying your Quality Management System to ISO 9001:2000?**

We can help! Cotecna Quality Resources is a South Florida ANSI-RAB accredited QMS Registrar. South Florida companies get "Preferred Customer Status" and benefits.

Advertisements should not be considered an endorsement by ASQ or Section 1510/1515

### QUALITY PRESS CALL FOR AUTHORS!

Write for the world's leading publisher of quality-related books! In order to further develop and expand the publishing division of the largest and most renowned quality organization, Quality Press is looking for future authors. We are always interested in receiving book proposals for any of the product categories Quality Press lists within its portfolio. Whether your book proposal concerns auditing, statistics, education, Six Sigma, healthcare, quality standards, or any of our 40 other topic areas, Quality Press wants to hear from you.

Quality Press is actively pursuing book proposals specifically related to Service Quality and Quality Case Studies. To enjoy the prestige and recognition of publishing your book with Quality Press, submit your proposal today. Visit <http://qualitypress.asq.org/author/acquisition.html> to learn about our proposal guidelines. Or, contact the Quality Press acquisitions editor via e-mail at [authors@asq.org](mailto:authors@asq.org).

### SIGN UP FOR QUALITY PRESS NEWS

Get the latest information on new books and special offers from Quality Press through our FREE monthly e-mail newsletter. Free copy each month by signing up online at: <http://www.asq.org/keepintouch.html>.

### Webinars

ASQ is pleased to announce our newest learning option - Webinars! Our live webinars (also known as Web seminars or virtual seminars), are presented via the Web and the telephone. The live audio is heard over the telephone while the presentation is shown on your computer over the Internet. You can ask the presenter questions online or by telephone.

The registration fee is per location, so you can use a speakerphone and include as many people as your meeting room can hold. Train your entire team at once without leaving your office!

To participate in a live webinar, you will need a standard phone line, a 28.8 Internet connection and a Java-enabled browser such as Netscape Navigator (Netscape 7 is not currently certified) OR Microsoft Internet Explorer V5.X or higher.

Please visit website <http://www.asq.org/ed/webinar/index.html> for more information.

## **Section 1510 Officers & Committee Chairs 2004 - 2005**

<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>email Address</b>
Bonnie Eifert	Chair	305-628-7806	eifertb@bellsouth.net
Dennise Suarez	Past Chair & Koality Kid Chair	305-716-0865	Dennise.Suarez@occ.treas.gov
Eleanor Chilson	Vice-Chair & Placement Chair	954-428-7373 x-245	EChilson@pylonhq.com
Kannan Krishnan	Secretary	305-380-3572	Kannan.Krishnan@Coulter.com
Sonia Jones	Treasurer	305-793-0218	soniajones@bellsouth.net
Amarilis Acosta	Education Chair	305-380-3592	Amarilis.Acosta@Coulter.com
James Carbone	Certification & Recertification Chair P.O. Box 4343 Ft. Lauderdale, FL 33338-4343	954-439-9875	Jim_Carbone@yahoo.com
Eddy Laroche	Webmaster	305-380-4981	Eddy.Laroche@Coulter.com
Donna Inglis	Membership & Welcome Chair	954-779-2500 x256	dinglis@aticousa.com
Patricia Irish	Examining Chair	305-597-4236	irishp@bsci.com
Robert Harper	Publicity Chair	305-380-3573	Robert.Harper@Coulter.com
Kevin Fenton	Auditing Chair	305-380-3568	Kevin.Fenton@coulter.com
Frederick Gilliam	Program Chair	954-295-0245	F_gilliam@hotmail.com
Robert Pintavalle	Scholarship Chair	954-581-7500 x-2196	Bob.pintavalle@Andrx.com
Paul Fray	Arrangement Chair	954-732-1613	paulfray@isoqualityconsulting.com
Oscar Palomino	Conference Programs	305-685-8231 x217	opalomino@lyn-rand.com
Cathy Peak Buller	Newsletter Editor	786-229-2618	cathypeak@bellsouth.net
Andy Vouloukos	SMP Chair	786-313-2366	Avoulouk@crdus.jnj.com
Al Weisenborn	Member Directory	305-829-3437	alw@qsrhelp.com

### **WORLD CONFERENCE ON QUALITY AND IMPROVEMENT**

**(formerly the Annual Quality Congress)**

**Teaming with energy. Leading with purpose.**

**May 16–18, 2005 Seattle, WA**

**Washington State Convention & Trade Center**

Built around quality's relevance in our personal lives, our professional lives, and our community lives, the World Conference on Quality and Improvement delivers content around quality in the news, in our organizations, in the products we use, the services we receive, and the decisions we make. Connect with 2,000 quality professionals for three days of networking, celebrating quality, international activities, educational sessions, team competitions, and recognition. This premier conference creates a learning environment like no other.

Service & Financial, Quality Management, and People Development & Performance Tracks

Certification Exams–Sunday, May 15

International Team Excellence Competition

Networking Dialogue Sessions-This is just one of the many great networking discussions you can participate in.

NET12 Applying Quality Practices to Service Functions and Industries-Sal Agnello, American Society for Quality

How are you using quality tools in service applications? What about in manufacturing as you are increasingly being challenged to address non-physical production processes that affect the cost and sales of products? Swap stories with quality professionals as you gain insight into successes and lessons learned.

Want more options? Choose from any one of the 16 networking sessions available. Courses That Focus on Achieving Business Results, Measuring & Improving Employee Satisfaction & Commitment, Quality Cost Principles, Advanced Supply-Chain Management

Register Today! Bring 3 or more individuals from your organization and save even more money! Learn about the group rate.

Sign up at ASQ World Conference on Quality and Improvement Website: <http://wcqi.asq.org/index.html>

The Variant  
ASQ Section 1510  
PO Box 835062  
Miami, FL 33283-5062

PRSRRT STD  
U.S. POSTAGE  
PAID  
MIAMI FL  
PERMIT NO. 715



# The Variant

www.asqsefla.org



Section 1510 / 1515

April 2005

## Section 1510 April Dinner Meeting

### April 12, 2005

#### Dr. Greg McLaughlin

**Six Sigma—Voice of the Customer,  
Satisfaction Measurement, Knowledge Management**

Cost: \$26.00

Registration Deadline: Sunday, April 10, 2005, 12:00 Noon

Meeting Date/ Time: Tuesday, April 12, 2005 at 6:00 PM

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

Menu: Shula's House Salad, Rice Pilaf, including choice of

Chicken Francaise, Grilled Dolphin or Pasta Primavera, Dessert: Ice Cream with Chocolate Topping

*If reservation is not made by deadline your meal will be selected by the kitchen staff based upon availability of entrées.*

Note: Members must make their meal selection when they register on-line.

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

Make all checks payable to "ASQ-1510." If using Pay Pal, bring copy of your transaction receipt to the meeting.

Dinner Meeting contact: Paul Fray, Arrangement Chair, [paulfray@iqc.bz](mailto:paulfray@iqc.bz) or [paulfray@isoqualityconsulting.com](mailto:paulfray@isoqualityconsulting.com) ph 954-732-1613