



# The Variant

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Section 1510 / 1515

February 2005

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[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

This month's message is a combination of announcements and thanks

There's still time to register and attend the Performance Excellence Showcase on February 3rd at the Signature Grand in Davie. We experienced some issues with the Power 4 website so please visit our Section 1510 website at [www.asqsefla.org](http://www.asqsefla.org) to register. You can pay at the site with most major credit cards through PayPal or you may register on-line and bring a check with you the day of the Showcase. Either way this promises to be fun, enjoyable and informative. Please join us.

A special thank you to Eleanor Chilson and Paul Fray for their dedicated work in producing our first Excellence Showcase on February 3rd. In addition to Eleanor and Paul there were many others from both ASQ and South Florida Manufacturer's Association who worked behind the scenes to make our first year a success. **Thanks to all of you.** If you didn't get a chance to join us this year, we've already reserved our space for 2006.

We have lots of **classes for the new year.** Please take a look on page two. Three that are close to having enough students to go forward are the refreshers for Certified Quality Auditor, Certified Quality Engineer and Blueprint reading. If your interested in one of these or any of the others, please register on line at [www.asqsefla.org](http://www.asqsefla.org).

The Section is also interested in starting a refresher class for the CQA-Biomedical if there is sufficient interest. Please let our Education Chair, Amarilis Acosta, know if you're interested:  
[amarilis.acosta@coulter.com](mailto:amarilis.acosta@coulter.com).

Speaking of certification, I would like to recognize those quality minded individuals who recently attained certification. **CQMa:** Robert M. Souza, Michael Inniss, David J. Payton; **CMI:** Katty Margaret Baez, Larry Carl Jones; **Six Sigma Black Belt:** Kannan Krishnan; **CQE:** Luca F. Bencini Tibo, Bill Mills, Eduardo E. Perez, Gustavo L. Diaz; **CQA:** William G. Cohety, Mary S. de la Vega, Anetha Lue, Kirt Tony Toussaint, Howard D. White, Dilip R. Vyas, Donna M. Seifarh; **CQIA:** Ana Collado, Eula Moore; **CSQE:** Eduardo Lacau

### Congratulations!

*Also a special word of thanks to Boston Scientific for allowing us to use their facility for our certification exams.*

Instead of a dinner meeting for February, we have a very exciting manufacturing facility tour that's free. **Sonny's The Car Wash Factory**, located in Tamarac, occupies a 100,000+ sq. ft. facility that includes manufacture of car wash systems and distribution of parts, accessories and professional detailing products. Please join us and let us know you're coming by registering on our website, [www.asqsefla.org](http://www.asqsefla.org).

It's again time to remind our members of the **Orlando Acevedo Scholarship.** Section 1510 awards this \$1000 scholarship each year to a worthy high school and/or undergraduate student(s) based on information provided in their application and a short essay. Visit our website at [www.asqsefla.org](http://www.asqsefla.org) for more information.

### 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—Instructor Certified Six Sigma Black Belt (CSSBB)

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 954-986-3284. 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

<b>Certified Quality Engineer (CQE) - 3.0 CEUs</b> Fee: \$350.00 - Includes textbook and materials When: March 2005 and Sept 2005 Time: 5:30 p.m. to 8:30 p.m., 10 sessions Where: TBD Instructor: Andy Vouloukos - CQE, CRE	<b>Certified Software Quality Engineer (CSQE) - 2.4 CEUs</b> Fee: \$275.00 - Includes textbook and materials When: Wednesdays—April 2005 and Sept 2005 Time: 5:30 p.m. to 9 p.m., 8 sessions Where: TBD Instructor: Mercedes Massana - CSQE, CQA
<b>Certified Quality Auditor (CQA) - 2.7 CEUs</b> Fee: \$275.00 - Includes textbook and materials. When: April, 2005 and Sept 2005 Time: 6:00 p.m. to 9:00 p.m. 8 sessions Where: TBD Instructor: Eleanor Chilson - CQE, CQMa, CQA, CQIA	<b>Certified Quality Improvement Associate (CQIA) -2.4 CEUs</b> Fee: \$275.00 - Includes textbook and materials. When: Wednesdays - April, 2005 and Sept 2005 Time: 5:30 p.m. to 8:30 p.m. 9 sessions Where: Beckman Coulter Corporation - Hialeah Instructor: Kannan Krishnan - CQE, CQMa, CQA, CQIA, CCSSBB
<b>Certified Quality Technician (CQT) - 2.7 CEUs</b> Fee: \$300.00 - Includes textbook and materials When: January, 2005 and August, 2005 Time: Wednesdays, 5:30 p.m. to 8:30 p.m., 9 sessions Where: Boston Scientific, Doral Instructor: Eleanor Chilson CQE, CQMa, CQA, CQIA Andy Vouloukos CQE, CRE	<b>Certified Quality Manager (CQMa) - 2.7 CEUs</b> Fee: \$350.00 - Includes textbook and materials When: January, 2005 and August 2005 Time: 5:30 p.m. to 8:30 p.m., 9 sessions Where: Beckman Coulter Corp., Hialeah Instructor: Kannan Krishnan - CQE, CQA, CQMa, CQIA, CCSSBB
<b>Certified Mechanical Inspector (CMI) - 2.4 CEUs</b> Fee: \$275.00 - Includes textbook and materials. When: January 2005 and August 2005 Time: 6:00 p.m. to 9:00 p.m. 8 sessions Where: TBD Instructor: Eleanor Chilson - CQE, CQMa, CQA, CQIA	<b>Certified Reliability Engineer (CRE) - 3.0 CEUs</b> Fee: \$350.00 - Includes textbook and materials When: TBD Time: 6:00 p.m. to 9:00 p.m. Where: TBD Instructor: Andy Vouloukos - CQE, CRE
<b>Blueprint Reading (BPR) -2.4 CEUs</b> Fee: \$275.00 - Includes textbook and materials. When: TBD - 8 sessions Time: 5:30 p.m. to 8:30 p.m. 8 sessions Where: TBD Instructor: Eleanor Chilson - CQE, CQMa, CQA, CQIA	<b>Certified Calibration Technician (CCT) - 2.4 CEUs</b> Fee: \$275.00 - Includes textbook and materials When: April 2005 and Sept 2005 Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Fred King - CCT
<b>Design of Experiments (DOE) - 3.0 CEUs</b> Fee: \$300.00 When: TBD Time: TBD Where: TBD Instructor: Robert Pintavalle- CQMa, CQE, CQA	<b>Internal Auditing for Quality Systems (IA) - 1.5 CEUs</b> Fee: \$175.00 Includes breakfast, lunch, snack, handouts and materials When: Feb 3, 2005 Time: 8:00 am to 4:00 pm Where: Signature Grand, 6900 W State Road 84, Davie, Fl Instructor: Kannan Krishnan - CQE, CQA, CQMa, CQIA, CCSSBB

**Additional classes may become available as the year progresses. Watch this space or log on to [www.asqsefla.org](http://www.asqsefla.org) for the latest schedule.**

**Note: Once you have registered for a class, any cancellation less than seven days before the class starting date will result in a fee of \$100.00**

<b>CQE/CQA/CSQE/CQIA/CCT</b>		<b>Certification Dates</b>	
<i>Application Deadline</i>	<i>Exam Date</i>	<i>Application Deadline</i>	<i>Exam Date</i>
April 1, 2005	June 4, 2005	January 21, 2005	March 5, 2005
October 7, 2005	December 3, 2005	August 19, 2005	October 22, 2005

**See ASQ Website for Fee changes and to confirm dates:**  
<http://www.asq.org>

## Section 1510 Upcoming Dinner Meeting Topic and Agendas

<u>Date</u>	<u>Speaker</u>	<u>Topic/Agenda</u>
February 8, 2005	Angel Canete Vice President Manufacturing	<u>Plant Tour</u> - Sonny's The Car Wash Factory at 5605 Hiatus Rd, Tamarac, See Page 8 for details
March 8, 2005	Lincoln Forbes	Construction Productivity (and Quality)
April 12, 2005	Dr. Greg McLaughlin	Six Sigma - Voice of The Customer, Satisfaction Measurement; Knowledge Management
May 10, 2005	Ellen Liston Assistant City Manager City of Coral Springs	City of Coral Springs Receives First-ever "Florida City of Excellence" Designation, First Repeat Winner of the Governor's Sterling Award for Performance Excellence in 1997 and 2003.
June 14, 2005	Robert Gates	ISO 9001:2000 - RAB Quality Management Systems Lead Auditor's and ISO Registrar's Perspectives

Please make reservations the month of the event at [www.asqseflq.org](http://www.asqseflq.org)

## Section 1510 Koalaty Kid Program and Training Agenda

**Saturday, March 12, 2005 Crown Plaza at Sawgrass Phone 954-851-1020**

**Open to All ASQ and Community at Large**

Program Contact Denise Suarez for further details at 305-716-0865, email [dennise.suarez@occ.treas.gov](mailto:dennise.suarez@occ.treas.gov)

Today, Koalaty Kid encourages the use of training to implement a rigorous continuous improvement effort in schools. It also advocates the use of recognition and the spirit of excitement celebrating achievement that have characterized Koalaty Kid schools since the outset. This combination of the substance and spirit of quality defines "Koalaty." When schools apply these principles and techniques to the critical issues in their schools, the opportunity for Koalaty Kid to create positive, lasting change in schools and students is dramatic.

The purpose of this program is to provide assistance through sponsorship to implement the Koalaty Kid Program in a local elementary school.

Koalaty Kid is a customized systematic approach to continuous improvement. Teachers will learn how to incorporate quality tools in the daily curriculum in elementary schools. This creates a student-centered approach to improving student grades and test scores giving students a sense of achievement and creating an enthusiasm for continuous learning.

The Koalaty Kid Program has been implemented successfully across the United States and Canada. This program reinforces student accountability and will allow each student to track and improve his or her performance using quality tools. Once this skill is learned the students benefit because it is a transferable skill from the classroom, to life, to the work place.

### Koalaty Kid Training Agenda:

Welcome

- Introductions
- Baldrige Criteria
- Self Assessment
  - Individual
  - Group
- Break
- Radar Diagram
- Plan Do Study Act General
- Plan Do Study Act Our Training
- Classroom or School Management Tools
  - Brainstorming
  - Ground Rules
  - Issue Bin/Quality Quadrants
  - Plus/Delta

Classroom or School Strategy Tools

- Lotus Diagram
- Flow Chart

Lunch

What is Standards Based Education System  
Flow Chart for "How to Improve Classroom Learning"

Data Gathering and Data Analysis Tools

- Check Sheet
- Run Chart
- Pareto Diagram
- Other

Decision Making Tools

- Cause and Effect Diagram
- Multi-Voting /NGT
- Relations Diagram

Wrap Up/Feedback

# Section 1515 Announcements

## Root Cause Analysis Two- Day Workshop

February 9-10, 2005

ASQ 1515 is proud to team up with Reliability Center, Inc. to bring to ASQ members and guests a two-day workshop on Root Cause Analysis at a fraction of the normal cost.

Operations and Quality Professionals spend too much of their time putting out fires – administering “quick fixes” to the recurring problems that arise every day. But did you know that most of these chronic failures of equipment and systems are mostly avoidable?

RCA has become a useful set of tools, not only in manufacturing, but in the healthcare, and service industries. The R.C.I. Root Cause Failure Analysis Methods™ is a proven way of identifying, investigating and eliminating chronic failures, and it has the potential to save millions of dollars in errors, defects, repair and downtime costs.

The workshop will teach how to conduct the drill- down procedures to arrive at the root cause by using hands-on exercises. Classroom exercises will be conducted manually (no software needed). Participants are highly encouraged to bring one or several problems to work on during the workshop. Team enrollment is encouraged.

**Time:** February 9- 10, 2005 8:30 a.m.- 5:00 p.m. Place: Boca Raton area.

**Cost:** \$425 each; \$375 each for company teams of 5 or more participants

**RSVP or questions:** Enrique Bekerman ASQ 1515 Education Chair 954-856-8810 or emb109@aol.com

ASQ 1515 will offer once again **CQMa** and **CSSBB** (Six Sigma Black Belt) refresher courses in preparation for the March 2005 ASQ Certification exams. The courses will be facilitated one evening per week for 9 and 10 weeks, respectively, by a team of qualified members.

Both courses will be taught in the Boca area. The cost is \$350 for CQMa and \$375 for the CSSBB course. Prices include student manuals. Application deadline for the March 5, 2005 exam is January 7. There are other dates available at various locations in 2005.

Please keep in mind that there is an affidavit for project completion in the CSSBB program. Also, remember that these are refresher courses, not training courses. They are designed for people that have had considerable exposure to the respective Body-of-Knowledge.

For further details on these certification programs please visit [www.asq.org](http://www.asq.org).

If you are interested in attending either of these refresher courses, please indicate your interest in an email to Enrique Bekerman at [emb109@aol.com](mailto:emb109@aol.com). You will be informed of details as they develop.

## Section 1515 Monthly Meeting

Visionary Team Planning

February 17, 2005

Strategic Planning is a crucial first step toward success for large businesses or small project teams. How do we know which direction to take, if we don't know where we want to go? And once we do know where we want to go, what do we have to do to get there? In spite of its importance, developing a strong Strategic Plan and achieving enterprise-wide commitment is a challenge for most organizations. It can monopolize top management resources an agonizing effort over a period of many months.

Visionary Team Planning offers an alternative. It provides a framework and a set of tools to assist individual teams or entire organizations develop a Strategic Plan within hours or days rather than months.

Developed by Dr. Ben Neiman, Visionary Team Planning (VTP) is a major tool in Raytheon Six Sigma -- a structured event for creative visioning and planning. It involves key leaders and stakeholders in an intense but highly creative, high energy, paradigm-breaking process, resulting in a clearly defined vision, actionable plans, and measurable goals. Participants leave the event with task owners for prioritized actions and all participants committed to each action. A skilled VTP Navigator (facilitator) uses tools from the VTP Kit to keep the team focused and energized during each of 10 process steps.

On February 17, ASQ 1515 will offer a glimpse into the Visionary Team Planning process. Join the fun and add a few new tools to your toolkit for 2005. Speaker: Charlotte Williamson, MBA, ASQ-CQA, Raytheon Six Sigma Expert (BB), Raytheon Technical Services Company LLC, Logistics and Training Systems

Ms. Williamson currently is the Lead Six Sigma Expert for Raytheon's contract with the U.S. Navy's program at the Atlantic Undersea Test and Evaluation Center, Andros Island. She holds a Masters degree in Business Administration from Nova Southeastern University and ASQ certification as a Quality Auditor.

For twenty years, she directed organizational development programs and served as consultant for numerous organizations, including Gin Publishing Company, Atlanta School System, Southeastern Academy, Japanese-American Cultural Center, Bilingual Foundation for the Arts, National Repertory Theater, and Los Angeles Library Association. She has lectured and taught at Clark College, NASA Space Center Houston and numerous educator workshops.

Since 1992, Ms Williamson has concentrated on performance improvement for the Navy's AUTEK program, through Johnson Controls, Computer Sciences and now Raytheon. As a Raytheon Six Sigma Expert (Black Belt), she is responsible for training Specialists (Green Belts) and coaching project teams. As the Lead Expert, she collaborates with senior management and the customer to identify improvement opportunities.

Visionary Team Planning is a tool for guiding management to establish long-range goals and a strategic plan with specific, supporting short-term projects.

Location: NCCI Headquarters, Boca Raton

Date: February 17, 2005 at 6 p.m.

Cost: \$15.00 ASQ Members—\$20.00 for non-members

Registration: [emb109@aol.com](mailto:emb109@aol.com) or 954-856-8810

**before 2/14/05**

## Employment Opportunities Available

### INSPECTOR

#### **RESPONSIBILITIES:**

1. Personnel performing inspection functions report to the Chief Inspector and are responsible for performing duties as directed and assigned.
2. Inspector is responsible for performing preliminary, hidden-damage, in-process and final inspections on civil aviation articles in accordance with the current technical data provided in the manufacturer's instructions for continued airworthiness, Service Bulletins, service letters, Airworthiness Directives, government and industry standard practices, and other acceptable or approved data.
3. Inspector is specifically responsible for ensuring that they are thoroughly familiar with the inspection methods, techniques, aids, tools and equipment used within their assigned area of responsibility.
4. Maintaining proficiency in using the inspection aids in their assigned area of responsibility.
5. Ensuring that the inspection tools and equipment, including inspection aids, used to perform inspections are in proper working order and the proper calibration information is affixed.
6. Understanding the current specifications involving inspection tolerances, limitations, and procedures established by the manufacturer of the article(s) being inspected.
7. Ensure all inspections are properly performed and recorded, and all records are properly executed before final approval for return to service of articles maintained or altered by company.
8. Participates in Root Cause Analysis on production and customer issues and suggest actions to take prevent recurrence.

#### **QUALIFICATIONS**

1. A & P License (Strongly preferred)
2. English Speaking a must (Bilingual preferred)
3. Requires a high school degree
4. 2-5 years of experience in the aviation field and/or in an ISO 9001 environment
5. 3-5 years QC/Inspection experience environment
6. Familiar with standard concepts, practices, and procedures within the aviation field
7. Excellent written and oral communications skills
8. Excellent organizational skills and leadership skills
9. Ability to perform job functions with minimal supervision
10. ASQ Certifications a plus, i.e. CMI, etc.

**Please email resume in MS Word format to: [fgilliam@jas-inc.com](mailto:fgilliam@jas-inc.com)**

### QUALITY ENGINEER

BSME, BSEE or equivalent experience in medical device mfg & design. ASQ certifications (Quality Auditing / Quality Engineering) a plus. Plans & directs activities associated with development, application, verification & validation of quality standards and techniques for processes, materials & products. Conducts audits of quality system and regulatory requirements. Excellent benefit package. Please fax resume to (561) 627-1265. DFWP/EOE.

## Women's Technology Program at MIT

### Women's Leadership Initiative

The Women's Technology Program at Massachusetts Institute of Technology is a four-week summer residence program to introduce high school girls to electrical engineering and computer science. If you know a girl who is currently a high school junior with demonstrated math and science ability and an interest in finding out about Electrical Engineering and Computer Science, please encourage her to visit our website for more information and for an application form (applications are due February 1, 2005): <http://wtp.mit.edu/>

Our classes are taught in a supportive environment by a staff of women MIT Ph.D. candidates and undergraduates. The full-time academic program includes hands-on experiments and team-based projects in computer science, electrical engineering, and mathematics.

Our goals are to: increase girls' interest and confidence in pursuing computer science and engineering and make them aware of their potential for success in these fields. Participants are selected from a nationwide applicant pool of girls who attend the program in the summer between their junior and senior year in high school. No prior experience in computer programming, physics, or electrical engineering is expected, but applicants typically have strong academic records, especially in math and science.



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[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

## National Quality Education Conference

NQEC 2005 : "Tapping Student Potential: Raise Academic Achievement and Narrow the Achievement Gap"

Intercontinental Miami  
100 Chopin Plaza  
Miami, Florida  
Conference Dates

Sunday, November 13 – Tuesday, November 15, 2005  
Pre-conference workshops Saturday, November 12, 2005

**Proposal Submission Deadline: February 22, 2005**  
**Call for Papers and Presentations**

The steering committee of the National Quality Education Conference, NQEC, invites the submission of presentations for the 13th NQEC in Miami, Florida.

The purpose of NQEC is to provide, teachers, faculty members, administrators, and support personnel opportunities to examine continuous improvement principles that have been successfully used in education policies such as the reauthorized version of the Elementary and Secondary Education Act "No Child Left Behind". In addition, previous attendees at the NQEC have found support, tools, and strategies for their efforts to improve the processes and results of education.

Complete proposals will be reviewed by at least three judges. The first-listed proposal author will be notified personally of the selection process results. Concurrent sessions within the conference will be 75 minutes in length. Pre-conference workshops are 4 hours in length and will be offered to the public on Saturday, November 12.

### **PRESENTATION SUBMISSION REQUIREMENTS ARE TO BE MET**

Submitting Your Complete Proposal:

Proposals are due electronically to Keith Grant, NQEC Program Developer: [kgrant@asq.org](mailto:kgrant@asq.org) no later than February 22, 2005. (To be considered, please follow the "Presentation Submission Requirements")

Submit as a MS Word document attachment with: NQEC 2005 CFP in the Subject Line

Selected Primary Presenters will receive one complimentary full conference registration. Co-presenters will be offered the "Early Bird" registration rate. We regret that NQEC is not able to provide an honorarium or material expense reimbursement or travel reimbursement for selected concurrent and workshop presenters.

To provide a high level of value to our NQEC attendees, the Conference Planning Committee requires all presenters to provide electronic copies of their presentations 8 weeks prior to the conference. These materials will be collected and posted on [asq.org](http://asq.org) prior to the conference and for 4 weeks following the conference.

Further Information:

Please contact Keith Grant, NQEC Program Developer [kgrant@asq.org](mailto:kgrant@asq.org) or 1-800-248-1946 ext 7347

# ASQ's Business Excellence and Customer Satisfaction Conference (BECS) *Customer Value Solutions*

February 28 – March 1, 2005  
Hyatt Regency Tampa  
Tampa, Florida

Businesses today face the reality of changing markets, more sophisticated and global competitors, and more demanding and smarter customers. The result is a fight for profitable market share – and success depends more and more on growing long-term customer relationships.

Your organization's success cannot be accomplished solely by developing new products and attracting new customers. Healthy product margins will depend on keeping current customers satisfied through the delivery of measurable operational excellence and value. You might ask, "how do I implement the changes needed in a manner that will make a real difference to my customers". This conference will teach you how.

**ASQ's 3rd Annual Business Excellence and Customer Satisfaction Conference (BECS)** is designed to provide attendees with real examples of how organizations have achieved and benefited from the integration of the customer into their business practices.

On Sunday, February 27, 2005 the CQIA and Certified Quality Manager exams will be offered in Tampa, FL. The certification application deadline is January 21, 2005.

ASQ recognizes the different challenges and methodologies of delivering value and satisfaction to individual and organizational customers, that's why for the first time, the conference has been organized to offer both a Business-to-Business and Business-to-Consumer track. Whether your primary customer base consists of a mass consumer market, other companies, or government, BECS will provide the examples and tools for achieving customer retention through performance excellence.

#### **What you will learn:**

- Measure, assess, and improve customer satisfaction
- Proactively integrate the voice of the customer into operational process improvement programs
- Measuring and communicating the value provided to your customers
- Develop metrics and performance scorecards related to your customers' requirements
- Foster active participation in customer retention programs by key executives, salespeople, customer service representatives, and others involved in customer relationships
- Develop "win-win" customer relationships

#### **Should You Attend?**

Whether your company provides products or services to consumer customers or client companies/organizations, BECS will provide you with the tools and information you can apply to improve your delivery, measurement, and communication of value from your customer's perspective. Marketing executives, customer service managers, quality managers, marketers, and survey researchers will find benefit from this conference. In addition, the Business-to-Business track will provide valuable techniques and insights for supply chain managers, sales executives, account managers, senior management from supplier/outsourcing firms, and consultants.

For additional information please visit website <http://www.asq.org/ed/conferences/becs/2005/index.html>

## **ASQ's Quality Management Conference comes to Orlando** **17th Annual Quality Management Conference**

The 17th annual ASQ Quality Management Conference will be held Feb 24-25<sup>th</sup> at the Rosen Center Hotel in Orlando. This year the Quality Management Division has partnered with the Human Development & Leadership and Healthcare Divisions to further expand your learning opportunities.

You will have many opportunities to learn from renowned leaders and to network with practitioners in a variety of forums. Immediately preceding and following the conference is a vast array of 3-day, 2-day, 1-day, and half-day courses providing you with educational and continuing learning opportunities.

Keynote speakers for this year's conference include: Sr. Mary Jean Ryan, FSM, President/CEO SSM Healthcare and 2002 Baldrige Award Winner; Joel A. Barker, "The Paradigm Man" Independent Scholar and Futurist; Perry Minnis, Director Ethics, Compliance and Advisory Services, Alcoa; and Ken Case, Oklahoma State University Chairman, ASQ.

This year also marks the 50<sup>th</sup> anniversary of the Quality Management Division. Celebrate with a special guided tour of the Kennedy Space Center and networking dinner with United Space Alliance National Management Association. Dinner speaker will be Michael J. McCulley, President/CEO United Space Alliance and Former NASA Astronaut.

More information available at: [www.asq.org/gm/conferences/](http://www.asq.org/gm/conferences/) Conferences: Feb 21-27 Courses: Feb 21-23 & Feb 26-27 Location: Rosen Centre Hotel, Orlando, FL Reservations are required Call ASQ National at 1-800-248-1946

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I have no particular talent. I am merely extremely inquisitive.-Albert Einstein



# *The Variant*

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



*Section 1510 / 1515*

*February 2005*

## *Section 1510*

### *February Factory Tour*

Date/ Time: Tuesday, February 8, 2005 6:00 PM

Sonny's The Car Wash Factory is an in-house manufacturer of world-class car wash systems and a renowned distributor of parts, accessories and professional detailing products. They occupy a new 100,000+ sq. ft. manufacturing facility.

Location: Sonny's The Car Wash Factory  
5605 Hiatus Road, Tamarac  
[www.sonnysdirect.com](http://www.sonnysdirect.com)

Date: February 8, 2004 Time: 6:00 PM, at Sonny's The Car Wash Factory

Cost: Free

Please register on-line at [www.asqsefla.org](http://www.asqsefla.org)