



The Variant

www.asqsefla.org



Section 1510 / 1515

January 2005

Inside this issue:

Certification Classes.....	2
Section 1515 Information.....	3
Section 1510 Monthly Meeting Speaker Details.....	4
Employment Opportunities.....	5
Koalaty Kid Conference.....	6
ASQ Conferences.....	7
Section 1510 Monthly Meeting Agenda.....	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
has been redesigned and up-
dated.**

Please visit
Section 1510 website

www.asqsefla.org

View all the latest Section infor-
mation Register for classes and
Section Dinner Meetings

Link to

www.ASQ.org

for other Quality related sites
and further information

Section 1515 Website

is

www.ASQqualitypalmbeach.org

Message from the Section 1510 Chair by Bonnie Eifert

You are cordially invited to attend

American Society for Quality, South Florida Section 1510 15th Annual Performance Excellence Showcase

Thursday, February 3, 2005

Featuring

Workshops

Performance Improvement Storyboards
Quality Practioner of the Year
Team Showcase

1-4 PM attend a workshop on

Theory of Constraints or Lean Manufacturing

4:00pm Displays/Storyboards/Networking

5:15 pm Buffet begins

6:00pm Showcase

Earn 0.5 CEUs

Signature Grand * 6900 State Road 84 * Davie, FL

\$40/per person for both Workshop and Dinner/Team Showcase

Door Prize raffle after Showcase

Also available:

Internal Auditing Full Day Seminar 8:30-4:30

Includes lunch, buffet and showcase

Only \$215.00—earn 1.5 CEUs

For information **call** 954-986-3284

Email to EChilson@magnavision.com

Register online at **www.powerfour.org**

Or mail to: ASQ Section 1510, PO Box 835062, Miami, FL 33283-5062

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. 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. 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

Certified Quality Engineer (CQE) - 3.0 CEUs Fee: \$350.00 - Includes textbook and materials. When: Mondays - Beginning March, 2005 for 10 sessions Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Andy Vouloukos - CQE, CRE	Certified Software Quality Engineer (CSQE) - 2.4 CEUs Fee: \$275.00 - Includes textbook and materials. When: Wednesdays - Beginning April, 2005 for 8 sessions Time: 6:00 p.m. to 9:00 p.m. Where: TBD Instructor: Mercedes Massana - CSQE, CQA
Certified Quality Auditor (CQA) - 2.7 CEUs Fee: \$275.00 - Includes textbook and materials. When: Mondays - Beginning April, 2005 for 9 sessions Time: 6:00 p.m. to 9:00 p.m. Where: TBD Instructor: Eleanor Chilson - CQE, CQMa, CQA, CQIA	Certified Quality Improvement Associate (CQIA) -2.4 CEUs Fee: \$275.00 - Includes textbook and materials. When: Wednesdays - Beginning April, 2005 for 8 sessions Time: 5:30 p.m. to 8:30 p.m. Where: Beckman Coulter Corporation - Hialeah Instructor: Kannan Krishnan - CQE, CQMa, CQA, CQIA, CCSSBB
Certified Quality Technician (CQT) - 2.7 CEUs Fee: \$300.00 - Includes textbook and materials When: January, 2005 Time: 5:30 p.m. to 8:30 p.m. Where: Boston Scientific, Doral Instructor: Eleanor Chilson/Andy Vouloukos	Certified Quality Manager (CQMa) - 2.7 CEUs Fee: \$350.00 - Includes textbook and materials When: Beginning January, 2005 for 9 sessions Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Kannan Krishnan - CQE, CQA, CQMa, CQIA, CCSSBB
Certified Mechanical Inspector (CMI) - 2.4 CEUs Fee: \$275.00 - Includes textbook and materials. When: January, 2005 for 8 sessions Time: 6:00 p.m. to 9:00 p.m. Where: TBD Instructor: Eleanor Chilson - CQE, CQMa, CQA, CQIA	Certified Reliability Engineer (CRE) - 3.0 CEUs 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
Blueprint Reading (BPR) -2.4 CEUs Fee: \$275.00 - Includes textbook and materials. When: TBD - 8 sessions Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Eleanor Chilson - CQE, CQMa, CQA, CQIA	Certified Calibration Technician (CCT) - 2.4 CEUs Fee: \$275.00 - Includes textbook and materials When: Beginning April, 2005 Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Fred King - CCT
Design of Experiments (DOE) - 3.0 CEUs Fee: \$300.00 When: TBD Time: TBD Where: TBD Instructor: Robert Pintavalle- CQMa, CQE, CQA	Internal Auditing for Quality Systems (IA) - 1.0 CEUs Fee: \$175.00 Includes breakfast, lunch, snack, handouts and materials When: TBD Time: 8:30 am to 5:00 pm Where: TBD 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 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

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

See ASQ Website for Fee changes and to confirm dates:

http://www.asq.org/portal/page?_pageid=33,32429,33_32570&_dad=portal&_schema=PORTAL

Section 1515 Meeting

“An Introduction to the Balance Score Card Method”

ASQ Section 1515 will be presenting “An Introduction to the Balance Score Card Method” at its January Meeting.

The presenter will be Mr. Richard Boucher, President Boucher Associates. The presentation will focus on an overview of the Balanced Scorecard methodology. We will review the 6 key steps to implementation and examples of two recent BSC implementations that he has led, as well as other examples from the BSC Collaborative.

Mr. Boucher holds a B.S. Degree in System Analysis and Data Center Management from Roosevelt University of Wisconsin-Stout. He is a Certified Senior Industrial Technologist with over 20 years of practical, broad-based management experience in the delivery of professional business and informational technology services. He has attained expertise in team-building and organization transformations utilizing such methodologies of Balanced Scorecard, Sterling and Continuous Quality Improvement.

Mr. Boucher has a unique combination of business performance management skills coupled with business process analysis / reengineering skills and backed by a strong technical foundation to deliver in-depth performance management solutions. He also has solid technical and business background with experience in building multi-functional and multinational groups worldwide to deliver integrated services and breakthrough performance.

Date: Thursday, January 20, 2005, 6pm

Place: NCCI Headquarters, Boca Raton

Cost: \$15.00 for ASQ Members, \$20.00 for Non-Members

Registration: emb109@aol.com or 954-856-8810, before January 17, 2005

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.

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. You will be informed of details as they develop.

Section 1510 January Dinner Meeting: Speaker, Brian Neff

Presentation Title Teams in the Workplace- Why They Work in Some Places and Fail in Others

Teams were once hailed as a critical workplace tool for increased productivity, efficiency, and effectiveness. Teams were thought to be a fundamental part of the quality movement. For many organizations, the reality turned out to be quite different. Teams were assailed as being bureaucratic, social, or inconsequential. In those places, teams have been scrapped, and are viewed as an unnecessary waste of resources.

Yet, in many organizations, teams are the foundation for success. They are part of a successful quality approach. They are critical to corporate communication, and they resolve significant problems that save time, money, and resources.

What makes one company conclude teams are inefficient and ineffective, whereas another organization determines they are critically important savers of time and money? This presentation will address this core questions and identify the foundation necessary for an organization to reap the rewards of developing and using teams.

Experience Summary

Brian Neff is Vice President of the South Florida Manufacturing Association.

Brian has helped numerous companies in South Florida reach their goals.

He has been responsible for several coordination's of South Florida Annual Performance Excellence Showcase. Brian has coordinated numerous tours of successful manufacturing plants helping other businesses to benchmark their processes again the best in class.

Section 1510 Upcoming Dinner Meeting Topic and Agendas

<u>Date</u>	<u>Speaker</u>	<u>Topic/Agenda</u>
January 11, 2005	Speaker Brian Neff	Teams in the Workplace-Why They Work in Some Places and Fail in Others
February 8, 2005	Angel Canete Vice President Manufacturing	Plant Tour - Sonny's The Car Wash Factory
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

Employment Opportunities Available

Aerotek is currently in search of a Qualified Quality Engineer to work in North Central Florida. The client is a leader in Medical Device industry and is seeking a Quality Engineering for their Gainesville, FL facility. The Quality Department is growing due to a number of new products being introduced. One of these new products is a shoulder replacement product which will complete the full line of joint replacements. The ideal candidate will have five or more years in a mechanical environment writing inspection procedures on a similar product. Having hands-on experience doing mechanical inspections, reading blueprints, GD&T, using CMM's and Optical Comparator would all be an advantage. An Engineering Degree along with a medical device background is highly desirable, but not necessary. Please contact me directly at the information below or pass this information if interested in this revolutionary field. Contact Brad Cooper, Engineer Recruiter, Direct phone 904-858-4228, Toll Free 800-836-2360 ext 4228, Fax 904-858-4201, 904-858-4202, Email bcooper@aerotek.com

Part Time Auditor Position Available

Title: Part Time Auditor

Description: We are seeking a Quality Control Professional will conduct 1st and 2nd party audits in the South Florida Area. Audits will occur over several days per month.

Qualifications: The ideal person will be recognized as an Internal Auditor by the RAB, ASQ (CAQ), IRCA, etc. And have a minimum of five recent years conducting audits in a variety of industries.

Interested persons should forward a current resume (or profile) along with salary requirements and general availability to paulkunder@aol.com.

Quality Assurance Manager:

My Client is an Equal Opportunity Employer committed to a diverse workforce. Located in Durham, North Carolina, they are leader in the manufacture and repair of precision electronic, electromagnetic, and mechanical components and systems for the Aerospace and Defense industry.

Position Summary:

They are seeking a **Quality Assurance Manager**, responsible for overseeing and directing all Quality Assurance functions and Quality Improvement initiatives for the company. Included in this responsibility are suggesting organizational reporting relationships and reviewing operating policies and procedures to ensure a compliant Quality system.

Interested and qualified professionals please email your resume in MSWORD format along with contact information and your salary history to Nick Lagos C/O ProfessionalEXEC Recruiters at Nick.Lagos@ProfessionalEXEC.com.

Quality Assurance Engineer:

My Client is an Equal Opportunity Employer committed to a diverse workforce. Located in Durham, North Carolina, they are leader in the manufacture and repair of precision electronic, electromagnetic, and mechanical components and systems for the Aerospace and Defense industry.

Position Summary:

They are seeking Quality Assurance Engineers, responsible for Total Quality Management of a Product's value stream, including the supply base, processes, and customer requirements. This position champions continuous improvement activities, utilizing lean and six sigma methodologies, and provides leadership and direction in the generation and development of cost reduction initiatives.

Interested and qualified professionals please email your resume in MSWORD format along with contact information and your salary history to Nick Lagos C/O ProfessionalEXEC Recruiters at Nick.Lagos@ProfessionalEXEC.com.



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

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

ASQ Section 1510 Koalaty Kid Program and Training Agenda

February 11, 2005 Crown Plaza at Sawgrass Phone 954-851-1020

Contact Denise Suarez for further details at 305-716-0865, email 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

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.

<http://www.asq.org/ed/conferences/becs/2005/index.html>

ASQ's Quality Management Conference comes to Orlando

The 17th annual ASQ Quality Management Conference will be held Feb 24-25th 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 50th 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/

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

“If you don't generate excitement, you don't generate much.” - Bill Marriott



The Variant

www.asqsefla.org



Section 1510 / 1515

January 2005

Section 1510 Dinner Meeting

Date/ Time: Tuesday, JAN. 11, 2005 6:00 PM

[Dinner Menu](#) [Dinner Menu](#) [Dinner Menu](#) [Dinner Menu](#)
Cost: \$26.00 Registration Deadline: [Sunday, JAN09, 2005, 12:00 Noon](#)

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

Date/ Time: Tuesday, JAN. 11, 2005, 6:00 PM

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

Menu: Rolls, Butter, Iced Tea, Coffee, Medley of Fresh Fruit, Baked Potato, Vegetables and a choice of: Sliced London Broil, Grilled Salmon or Pasta Primavera Dessert: Key Lime Pie

Note: Members must make their meal selection when they register on-line of: London Broil, Grill Salmon or Pasta Primavera.

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