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Section Chairs:

Bonnie Eifert, Section 1510 Chair,
Email: eifertb@bellsouth.net

Bernard Carmell, Section 1515 Chair,
Email: mrebc@aol.com

Newsletter Editor

Send contributions to
cathypeak@bellsouth.net
Contributions will be edited to meet
space requirements, but most times
will be accommodated.
This month, all employment ads are
posted on the website,
www.asqsefla.org

Section 1510 Website

www.asqsefla.org

Section 1515 Website

www.ASQualitypalmbeach.org

See All Section Activities

Certification Refresher Classes

Section Dinner Meetings

and On-Line Registrations

Message from the Section 1510 Chair by Bonnie Eifert



I hope everyone had a wonderful holiday season and wish you all a Happy New Year.

We start this year with a dinner meeting about time management. What better way to help fulfill some of those resolutions beginning now. **Leo Tonkin is CEO of Distinctions, Inc.**, a firm that “specializes in transforming the way you work to get unprecedented results, sustainable change and ignite a passion to perform”. The meeting is Jan. 10th at Shula’s hotel. See the back page for information and registration.

Our big event for year, the South Florida **Performance Excellence Showcase** is set to get underway on Feb 1st at the Signature Grand in Davie. Choose from three exciting seminars in the morning, enjoy lunch, view storyboards and then relax for the highlight, the Team Showcase. Seminars include TRIZ, Koalaty Kid, and

Lean. Read more about the Showcase in the Variant or go to www.excellenceshowcase.org. Don’t miss this premier event and the seminars that accompany it.

During the Showcase we will announce the Quality Practitioner of the Year. Nominations are open for this honor. The award recognizes the unique contribution made by quality professionals, and looks to further the quality profession through recognition, reward, and promotion. If you know a quality practitioner deserving of this honor, please go to either the section website at www.asqsefla.org or www.excellenceshowcase.org and complete a nomination form.

Also, a reminder that January starts new refresher courses and coming in February, the start of the Section 1510 Green Belt Certification course. The course goes for 9 weeks meeting on Saturdays. Students will be certified upon successful completion of a project and the course work. Read more about the course and register to attend on our website.

See you at the Dinner Meeting!

Section 1510 Monthly Meeting Email Reminders Option!

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 Paul Fray, paulfray@iqc.bz. Please place in Subject Line: “ASQ Meeting Reminder”

Section 1510 ASQ Certification Refresher Classes

If you are interested in participating in an ASQ refresher class, please sign up on the web page at www.asqsefla.org. If you have a question s regarding registration or class site, call Amarilis Acosta, Education Chair, at 305-380-3592 or email Amarilis.Acosta@coulter.com For course content questions, textbooks, or ASQ certification, contact Eleanor Chilson at 954-428-7373 x-245. 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 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, CQA, CQMa, CQIA, CSSBB
CQT	Certified Quality Technician	2.7	\$300 Includes textbooks & materials	Wednesdays January, August	5:30 pm to 8:30 pm 9 sessions	Boston Scientific, Doral	Eleanor Chilson - CQE, CQMa, CQA, CQIA, Andy Vouloukos - CQE, CRE
CQM/OE	Manager of Quality/Organizational Excellence	2.7	\$350 Includes textbooks & materials	March, August	5:30 pm to 8:30 pm 9 sessions	Beckman-Coulter Corp. Hialeah	Kannan Krishnan CQE, CQA, CQMa, CQIA, CSSBB *Starting From March 2006, the BOK for the QM Certification has changed to CMQ/OE.
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, CQA
CQA	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, CQA, 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, CQA, 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, CQA, 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
CSSBB	Six Sigma Black Belt	3.0	\$350.00 Fees includes textbooks & materials	January and August	5:30-8:30pm, 10 sessions	TBD	Kannan Krishnan CQE, CQA, CQMa, CQIA, CSSBB with Purav Panathula CQE, CSSBB
CCT	Certified Calibration Technician	2.4	\$275 Includes textbooks & materials	April 7, September	5:30 pm to 8:30 pm, 8 sessions	Kendall Area	Fred King - CCT
DOE	Design of Experiments	3.0	\$300.00	September, February	10 sessions	TBD	Robert Pintavalle - CQMa, CQE, CQA

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

South Florida Performance Excellence Showcase 2006

It's Showcase time in South Florida

February 1st is the date for this year's Performance Excellence Showcase at the Signature Grand in Davie from 8AM to approx. 4PM. If you've attended in past years you already know this is the premier quality event in South Florida.

If this is your first year, be prepared for an information and fun filled time. We begin with your choice of a morning seminar. Choose from Innovation using TRIZ; Tools for Koalaty Kid; or Lean Manufacturing. A sit down lunch follows and is included in your day. Immediately following lunch, view the many process improvement storyboards from top South Florida companies and vote for your favorite. Then its on to the Showcase competition. Teams will compete to represent our Region in the State of Florida Showcase held during the Sterling Convention in May. We will also name the Quality Practitioner of the Year.

This is your opportunity to meet and network with individuals from South Florida companies at the forefront of quality. The cost of the day including the seminar and lunch is only \$60.00. If your company has teams interested in competing in either storyboard or showcase competition, contact Eleanor Chilson at echilson@pylonhq.com or Bonnie Eifert at eifertb@bellsouth.net. To register to attend or for more information visit the Showcase website at www.excellenceshowcase.org. A short synopsis of the courses follows.

EFFECTIVE INNOVATION USING TRIZ

This seminar will introduce you to the most productive approach for developing improved and breakthrough technologies and products, including the necessary steps and decision-making processes required for its effective integration and execution.

TRIZ is a powerful new method for making technical/

productivity decisions. Many leading corporations use TRIZ to greatly increase the rate of new-technology and new-product introduction, increasing efficiency and significantly reducing development time and money spent on research and development.

The seminar will show how to capitalize on this powerful methodology, and how its implementation will improve the rate of new-technology and new-product introduction, and reduce cost and lead times by a factor of 3 to 10.

KOALATY KID TOOLS FOR CONTINUOUS IMPROVEMENT

Learn more about Koalaty Kid, ASQ's K-12 quality in education initiative. Koalaty Kid is a customized systematic approach to continuous improvement that emphasizes a positive school environment embracing both the spirit and the substance of total quality. It's a student-centered approach where students sustain enthusiasm for learning, behave responsibly, feel proud of their achievements and strive to meet high standards.

LEAN

Presented by the South Florida Manufacturing and Extension Partnership (MEP) in the past this seminar has sold out early. The new seminar will provide an orientation to the principles of Lean manufacturing including a fully interactive process in which participants experience the impact of Lean transformations first-hand.

Performance Excellence Showcase Schedule

8:00-8:30 Registration

8:30-11:30 Seminars:
TRIZ, Koality Kid, Lean Manufacturing

11:30-1:00 Storyboards- You must vote for a storyboard to be included in the raffle!

12:00-1:00 Lunch

1:00-4:00? Team Showcase

Certification / Employment Opportunities



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

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Courses on ISO 9000 Lead auditing, internal auditing, fundamentals of documentation, executive understanding of
ISO and others

Day, evenings and weekend classes! Classes limited to the first 10 students!

Are you certifying your Quality Management System to ISO 9001:2000?
*We can help! Cotecna Quality Resources is a South Florida ANAB 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 Certification Exams Changes Announced

ASQ Manager of Quality/Organizational Excellence (CMQOE) Certification—Starting from March 2006, the Body of Knowledge (BOK) for the Quality Manager certification test is changing. The name of the certification will also change. It will be called ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE). The changes are being done to reflect the changing role of the quality professionals at all levels including Quality Manager.

If you are a current Certified Quality Manager, you will retain that title until it is time for you to recertify. Once you meet the recertification requirements, ASQ will send you a new card and certificate that reflects the new name of this program "Certified Manager of Quality Organizational Excellence."

ASQ Six Sigma Green Belt Certification—ASQ is offering a new Six Sigma Green Belt Certification. Each certification candidate is required to pass a written examination that consists of multiple-choice questions measuring comprehension of the Body of Knowledge (BOK). The Six Sigma Green Belt certification examination is a four-hour, 100 multiple choice question examination.

For more details including the BOK, please refer to the ASQ Website www.asq.org.

Contributed by Kannan Krishnan, Board Member, Section 1510

Employment Opportunities

Please visit Section 1510 Website for the listing of offerings unable to fit in this month newsletter space at www.asqsefla.org and see all employment opportunities. There are many to review.

Also, visit ASQ National Website at <http://www.asq.org/career/index.html>

Section 1515 Palm Beach County Announcements

Message from the Section 1515 Chair

By Bernard Carmell

November Meeting Results:

For those of you that missed the Nov meeting, it was the best meeting of the year. We honored our Sustaining Members and listened to NCCI and Debt Management Credit Counseling Corp. share their quality journey stories. WOW!! We laughed, learned and shared similar stories. Thanks again to Bonnie Canty and Phyllis Lodico for sharing company information with us.

January 19, 2006 Meeting:

We start the New Year with “Effective Time Management...Getting It All Done” presented by Leo Tonkin. Learn about the principles and practices that will help accelerate group productivity and effectiveness. Leo has over 18 years working with small organizations and Fortune 500 companies. See the meeting announcement for additional information.

Section News:

- We are reviewing our contact listings and find that we do not have the email addresses for every member. Email is one of the most important means of communicating with you about your Section activities and events. Please update your member information www.asq.org so that we may better communicate with you regarding network and meeting activities.
- Our Board will be making personal telephone calls to members to update our member information and discuss what the Section can do for you. Please take a minute or two to talk with us to help your Section improve and perhaps become more involved with Section management & events.
- Stay tuned for “Each One Reach One New Member Referral/Recruitment Process” a way to build our membership.

ASQ 1515 Palm Beach County 2005-2006 Program Summary

Date	Topic	Speaker
January	“Handling it All!”... The Efficient Manager	Leo Tonkin, CEO Distinctions, Inc.
February	Coffee Break- Networking Event	Fred Stern, Quality Manager, Relli Company,
March	Applications of Lean Concepts	Vera Vanicek, Quality Manager FHP Manufacturing
April	Excellence in Customer Service	Gary Klein, President Operations, Wachovia Bank
May	Determining Wine Quality Event	TBD

Section 1515 Palm Beach County Announcements

ASQ 1515- Palm Beach -January Meeting

As busy professionals, we face a constant flood of demands, tasks and activities. Today's fast paced environment of e-mails, cell phones, and overall technological advances, and added stressors, often negatively affect a healthy work-life balance.

Leo Tonkin, our January speaker, provides an entirely new way of thinking about, organizing, and managing work and life. Leo will share key principles from his two day *Mission Control* workshop. Participants will have the opportunity to look at unconscious work habits and their effect on loss of productivity and accomplishment. These principles and practices, when shared in an organization, have the potential of accelerating group productivity and effectiveness as well. **Date and time:** January 19, 2006 at 6 p.m. **Place:** NCCI Headquarters, Boca Raton. **Price:** \$15 ASQ members, \$20 nonmembers

For registration and directions to NCCI please visit our website at www.asqualitypalmbeach.org

Speaker Biography:

Leo M. Tonkin, CEO Distinctions, Incorporated, (a global training and organizational consulting firm headquartered in Boca Raton, Florida) has over 18 years experience working with small organizations and Fortune 500 companies to improve their performance, effectiveness, and productivity. His client list has included the top branded companies in the world: The Home Depot, Apple Computers, Black & Decker, Pfizer, Ford, among others.

He was a pioneer in the executive coaching field in the 1980's before 'coaching' was a mainstream distinction in the business world. In the early 1990's Leo was one of the first certified trainers of what is arguably the most popular business book of all time, *The 7 Habits of Highly Effective People* by Stephen Covey.

Through the years, Leo has utilized his background in sports psychology, instructional training design, and his Black Belt in Six Sigma to produce unprecedented results and sustainable change for a variety of industries. Leo is a published author, a highly sought after lecturer and has written more than 30 training programs from executive excellence and team building to communication and innovation.

ASQ 1515 Palm Beach County –

Other Upcoming Meetings and Networking Events

February - You asked for it! The start of our **Coffee Break Networking** events. Check our website for place and dates for these opportunities to meet colleagues and friends in a relaxing casual atmosphere

March - Dinner meeting- **Lean Concepts**- Speaker **Vera Vanicek**, Quality Manager FHP Manufacturing

April - Dinner meeting- **Excellence in Customer Service**- Speaker , **Gary Klein**, President Operations, Wachovia Bank

May - A fun-filled meeting and networking event- **Wine Quality**, details to be announced!

Certification Opportunities

'Six Sigma Green Belt' Certification Program 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 from **February 4th, 2006**
- Location: TBD. Will be held in a convenient location in Dade or Broward County.
- 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.
 - Hands on workshops on process improvement tools
 - CSSBB Primer (or Six Sigma Handbook by Thomas Pyzdek and Six Sigma Memory Jogger (presented to every student)
- Instructors are Six Sigma Black Belt practitioners certified by ASQ
 - Kannan Krishnan CSSBB, CQMa, CQE, CQA, CQIA
 - Purav Panathula CSSBB, CQE

Program Benefits

- Competitively priced so that both individuals as well as company sponsored employees can benefit
 - 30% lower in price than other locally offered Green Belt Certification programs
- Credibility of the certifying body (ASQ Section 1510)
- Weekend program to assist both individuals as well as company sponsored employees
- Use of Minitab Software (generally not included in most Green Belt Certifications)
- Includes Design Of Experiments (DOE) (generally not included in most Green Belt Certifications)
- Coverage of the 'Certified Quality Improvement Associate' (CQIA) Body of Knowledge
- CEU Points for ASQ re-certification: 6.0

Prerequisites

- Lap top preferred but **not** mandatory
- Basic math skills

Requirements for Certification

- Attend a minimum of 7 sessions
- Present a completed project
- Successfully complete home work assignments

For registration and additional information please contact section Education Chair Amarilis Acosta at 305-380-3592 (e mail: amarilis.acosta@coulter.com). You may also register through our section website www.asqsefla.org

Topics / Program Overview

Six Sigma and Strategic Process Improvement	Statistical Process Control (SPC)
Managing successful teams	Process Capability
Quality Improvement Tools	Performance Measurement (Metrics)
Project Management	MSA and Gage R&R
Voice of the Customer (VOC)	Hypothesis Testing
Voice of the Process (VOP)	FMEA
Cost of Quality	DOE
Process Mapping	DFSS
Probability and Statistics	Completion of Project
	Introduction to MINITAB

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Section 1510 and Section 1515

January 2006

Section 1510 Dinner Meeting - January 10, 2006

Speaker Leo Tonkin, CEO Distinctions, Inc
“Handling it All!”...The Efficient Manager

Registration Deadline: Sunday, January 8, 12:00 Noon

Meeting Date / Time: Tuesday, January 10, 2006 at 6:00 PM

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

Menu: Shula's Caesar Salad, Parmesan Crusted Potatoes, Chicken Roma or Pasta Primavera, with Carrot Cake Dessert
If reservation is not made by deadline, your meal will be selected by the kitchen staff based upon availability of entrees.

Register online at www.asqsefla.org

Dinner: \$26.00, Learning something and networking with associates: priceless.

A \$5.00-off Dinner Coupon available online for Prospective Members accompanying a Member.

Make checks payable to “ASQ-1510.” If using Pay Pal, bring a print of your transaction receipt to the meeting.

Dinner Meeting contact for questions and any upcoming Monthly Section meetings is Arrangement Chair Paul Fray

Contact Paul at paulfray@iqc.bz or paulfray@isoqualityconsulting.com, telephone 954-732-1613