



The Variant

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Section 1510 / 1515

July 2004

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Book Review by Dennise Suarez, Past Chair, Section 1510 Focus on Your Strengths by Robert Lane

Conventional wisdom asserts that self-improvement is achieved by identifying and working to eliminate our weaknesses. However, the authors of *Now, Discover Your Strengths*, Marcus Buckingham and Donald Clifton, present a different point of view. Specifically, the authors state that time spent on addressing our weaknesses is not the way to achieve excellence. In fact, they go so far to say that working on our weaknesses is, in most instances, merely damage control. To quote from their book, "We are encouraged to identify, analyze, and correct our weaknesses in order to become strong. This advice is well intended but misguided."

contained on the inside of the jacket cover of *Now, Discover Your Strengths*. You can purchase the book and use this code or you may want to check out this book from your local library. If you choose the library option, you can call an 800 telephone number contained in the book, explain that it is a library book, and receive a new access code (an access code can only be used a limited number of times). The assessment takes about 30 minutes. When you complete the assessment, you will receive your top five potential talent themes out of the thirty-four different talents the authors have identified. Your top five potential talent themes are accompanied by a brief explanation of each. The book also provides pointers for managers on how to manage people with each of the thirty-four talent themes.

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If this is the case, how do we become strong (i.e., develop a strength)? How do we achieve excellence? In their opinion, we develop strengths through a combination of our talents, skills and knowledge. That is, talent + knowledge + skills = strengths. Of these ingredients talent is the most important, because talent is innate. Our talents are enduring and unique. And, a talent is something we are hardwired with from our mid-teens. On the other hand, knowledge and skills can be acquired through learning and practice. The key is enhancing the knowledge and skills that will help us leverage off our talents and ultimately lead to strengths.

The authors provide other less diagnostic ways of starting to identify your talents. Monitor your spontaneous, top-of-mind reactions to situations you encounter. Such top-of-mind reactions provide the best trace of your talents. If you noticed you have learned a skill quickly, you should look deeper as it may be indicative of a talent. And, satisfaction also provides another clue to talent. If you enjoy doing something (i.e., a hobby), there is probably a talent in there somewhere.

Visit Section 1510 website
www.asqsefla.org

View all the latest
section information

Register for classes and
dinner meetings

Link to ASQ
and other quality sites.

For purposes of strength building, the authors define talent as *any recurring pattern of thought, feeling or behavior that can be productively applied*. By building on your talents you can create strengths. The authors define a strength as *consistent near perfect performance in an activity*.

One final note. While the authors indicate that your talents and strengths are the path to excellence, they acknowledge that sometimes you simply cannot ignore or work around a weakness. In some instances you must address weaknesses to fulfill certain minimum job requirements. For these instances they provide some helpful tips as to how best to deal with a weakness.

Visit Section 1515 website
www.ASQualitypalmbeach.org

To help us identify our greatest potential strengths the authors have created an online Strengths Finder assessment. To complete this assessment you must obtain an access code

If you are unsure about your talents and strengths, now is a good time to go discover them. Good luck.

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

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 Certification Classes Are Refresher Classes

Certified Quality Engineer (CQE) - 3.0 CEUs Fee: \$350.00 - Includes textbook and materials. When: Mondays - Beginning Sept, 2004 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 October, 2004 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 October, 2004 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: Thursdays - Beginning October 7, 2004 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
Certified Quality Technician (CQT) - 2.7 CEUs Fee: \$300.00 - Includes textbook and materials When: Next class starts in July/Aug for 9 sessions Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Eleanor Chilson/Andy Vouloukos	Certified Quality Manager (CQMa) - 2.7 CEUs Fee: \$350.00 - Includes textbook and materials When: Beginning August 5, 2004 for 9 sessions Time: 5:30 p.m. to 8:30 p.m. Where: TBD Instructor: Kannan Krishnan - CQE, CQA, CQMa, CQIA
Certified Mechanical Inspector (CMI) - 2.4 CEUs Fee: \$275.00 - Includes textbook and materials. When: Next class starts in Aug 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: TBD 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: October 20, 2004 Time: 8:30 am to 5:00 pm Where: Hampton Inn, Pembroke Pines Instructor: Kannan Krishnan - CQE, CQA, CQMa, CQIA

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

Certification Dates

CQE/CQA/CSQE/CQIA/CCT

CRE/CQT/CQMa/CMI

CQA -Biomedical, CQA-HACCP, Six Sigma Black Belt

Application Deadline Exam Date

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October 11, 2004 December 4, 2004

August 20, 2004 October 16, 2004
 January 7, 2005 March 5, 2005

My First Job, by Krysta Schraff, ASQ Section 1510 2004 Scholarship Recipient

Do you remember your first job? If you do you can probably remember how important your first job was to you. It meant more responsibilities put on your plate, and also managing the existing ones that you have as well. You started to pay for your own things, you learned the importance of being on time and showing up, and most importantly you learned how to deal with customers and service them with a smile.

Customer quality is probably the most important aspect of any business. Anyone who owns or manages a business knows that the customer always comes first, no matter what. If you fail to keep up with your customer's needs, then essentially you will lose the business of not only your existing customers, but your potential customers as well. I felt pretty lucky because my very first job had taught me all this and more at only the age of fifteen.

My first job was a bagger at the local Publix Supermarket by my house. At the time, they were the only place of employment that I knew was hiring fifteen-year-olds, so I decided to apply. About a week later, I was given a call to come in for an interview. After that I was hired. I didn't know this at the time, but I had to go on an all day orientation to learn all about the company, what it has to offer me, and most importantly they taught us about customer quality.

Publix strives to be the best it can be in all aspects: food quality, business quality, and customer quality. All of these aspects have one thing in common, and that is **QUALITY!** People come to Publix because of the friendly service, the fine food, and convenience. It is important to Publix that they strive to meet the needs of each and every customer that walks through the door. If not, they might lose a lot of business. As an employee, your responsibility is to make sure that you meet each customer's needs, and if that is not possible, then they are responsible to make sure that they lead the customer in the right direction in order for their needs to be met.

If employees of Publix did not care about their customer's needs, then as a business they would fail. You can think of this as a domino effect. One customer gets upset because Publix has not made any effort to give quality service to them, then word goes to their friends, and their friends tell more people about the poor quality, and so on and so on. Therefore, Publix values their customers very highly because they know that without them they would essentially not be in business.

After being a bagger, I was promoted to cashier and more responsibilities and hours came along with that, but one thing remained the same; treating your customers with quality and care. I am now a freshman in college and do not work for Publix anymore, but after working there for almost three years I still remember the Publix mission statement, which is to be the premier quality food retailer in the world.

And in my eyes, Publix employees everywhere work hard to reach this goal. Anyone who works for Publix walks away with the knowledge of not only the business, but also the importance of customer care. The employees not only make sure that shopping with them is a pleasure, but keep the customer coming back again and again.

Section Volunteer Leadership Training (Open to all members of Sections 1510 and 1515)

Grace Duffy will be our Trainer for this year's annual Section Volunteer Training. Grace has many years of experience at all levels of the organization and in the workforce. A dynamic person with a cheerful delivery, Grace will give us the straight scoop on what we need to know as volunteers.

Saturday, July 24, 2004

8:30am -1 pm

Crowne Plaza At Sawgrass Mills located just off I-75, Sawgrass (869) and Sunrise Blvd.

If lost, use hotel phone 954-851-1020 for directions.

\$57.00 but it is **FREE if you preregister by July 8th and mail a check for \$57.**

Upon arrival at the training your uncashed check is returned to you.

If you do not show then you pay for your no show (Your check will be cashed)

Menu: Breakfast and Lunch

This will be our best training yet! See you there! All are welcome.

Pre-registration is required.

Mail your check payable to "ASQ 1510" before July 8, 2004 to: ASQ-1510, PO Box 835062, Miami, FL 33283

EMPLOYMENT OPPORTUNITIES

Ads for individuals seeking positions are free to ASQ Section 1510 / 1515 members and subject to space availability. Ads for open positions in a quality related field are free and not limited to ASQ members. To place an ad, contact Cathy Peak at 305-444-3517 or cathypeak@bellsouth.net.

*****VISIT OUR WEBSITE FOR MORE COMPLETE LISTINGS: www.asqsefla.org*****

Sr. Quality Assurance Engineer- Responsibilities include: Under the direction of the Director of Quality, participate in projects including product design/development, manufacturing process improvement, etc. Perform DOE, process capability, FMEA, CAPA, V&V, root cause analysis, Gage R&R, QC sampling plans, and statistical analyses. Work with suppliers to improve their product and processes. Assist with internal/external FDA GMP compliance audits. Possibility of supervising/training Incoming Quality Control. Qualifications: BS in Electrical Engineering in Electronics preferred, or Bachelors degree in scientific/technical field with experience in electronic medical devices. CQE certification desired. Plastics molding experience a plus. At least four years experience working in Medical Device manufacturing in Quality Engineering position. Excellent knowledge of FDA, GMPs, and ISO 9000/2000. Ability to interface with every level of the organization. Excellent analytical skills. Excellent written and verbal communication skills. Energetic and creative. Detail-oriented.

Documentation Specialist- Responsibilities include: Under the direction of the Manager of Documentation/Data Control. Work with originators from all departments to translate their documentation into appropriate format. Coordinate and assure documentation is written, edited, reviewed, and approved to meet established timelines. Assign document numbers, update and maintain document databases. Audit official copy books and ensure corrective actions are performed, as necessary. Perform data trending for change control. Understand and adhere to all GMP and ISO9000/2000 regulations. Perform special projects as directed by Manager. Support internal and external GMP audits. Qualifications: Associates degree. At least 2 years experience working in documentation control in a medical device company. Professional appearance and demeanor. Ability to communicate clearly and effectively in both written and oral communications. (we will require samples of your writing, if you are contacted for an interview). Excellent organizational skills. Expertise in typing, proofreading and related software applications. Experience with Electronic Document Management System a plus.

Please contact Alicia Guertin, Nipro Diabetes Systems, 3801 Commerce Parkway, Miramar, Florida 33025, Tel: (954) 435-5665 ext. 826, Fax: (954) 435-9295, www.niprodiabetes.com

Compliance Engineer--- Internal and Supplier Auditor - CQA Certified, familiarized ISO 9000 requirements, ISO13485 and the QSR would be a plus

New Product Development -Senior Quality Engineer - Any Engineering Degree 10+ years of experience, familiar with all phases of Design Controls and possibly supervising two or three other quality engineers.

New Product Development - Quality Engineer - Any Engineering Degree 4+ years of experience

Anyone interested in a detailed job description can refer to our website under employment opportunities. <http://www.3i-online.com/English/USA/employment.cfm>

Three Things Every Recruiter Looks for in a Resume

Contributing Editor, Deborah Walker, CCMC, Resume Writer -Career Coach

If you are in the middle of a job search, recruiters can be either your friend or your foe? They make the choice to keep you out of the hiring process or to introduce you to corporate hiring decision makers.? The quality of your resume is a key factor in determining how recruiters will treat you in the job market?

There are three things every recruiter looks for in a resume:

- Focus
- Core competencies or transferable skills
- Accomplishments

If your resume lacks any of these crucial elements, then you are probably not capturing the attention you deserve, and you are missing out on important interview opportunities.

1. Focus

Since recruiters' time is at a premium, they must know your career focus within seconds of opening your resume. If your career focus isn't clearly stated, you can't assume the reader will take the time to search through your resume for clues. Most recruiters consider "Career Objective" statements worthless if they contain no real information about the specific position you are looking for and the industry expertise you offer. The best objective statements are concise and to the point.

2. Core competencies or transferable skills

Once a recruiter understands your focus, he/she will want to know if you have the required core competencies or transferable skills to accomplish the job. A thorough research of employer job descriptions will help you identify the core competencies your resume must feature.

You'll capture and hold recruiter attention by including only those core competencies relating specifically to your focus. Be careful not to muddy up your personal marketing message by including extraneous skills. If you

remember the all-important rule of relevancy, you'll go a long way toward keeping the reader's attention on your key skills.

3. Accomplishments

Once your resume has made it through the initial screening for focus and skills, the recruiter will want to know how you stack up against other candidates.? Remember, with record-high resume response to job openings, recruiters need good, solid reasons to recommend you for consideration over the mountain of other candidates.? Clear, concisely stated accomplishments are the best way to distinguish yourself from your competition.

Whether the recruiter works for one corporation or represents many corporate clients as a third-party recruiting consultant, he or she must be able to give valid reasons for promoting you as a viable candidate.? You can make their job infinitely easier by including the information they need and bring your resume to the top of the candidate pile.? When your resume sells itself, you gain advantage points, and make the recruiter look good as well.

For optimum impact, write accomplishments that illustrate the strength of your core competencies, transferable skills and focus.? An accomplishment is only valuable to your resume if it promotes the skills your target employers are looking for.? Remember the rule of relevancy as you craft each of your accomplishment statements.?

In today's extremely competitive job market, employers rely heavily on recruiter to screen out the crowd of applicants.? Allow them to present you as one of their best candidates by letting your resume present your best abilities.

Find resume and job-search tips in the article archive at www.AlphaAdvantage.com

Email: Deb@AlphaAdvantage.com

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Section 1510 / 1515

July 2004

Six Sigma Refresher Course

Section 1515 is offering a 10 week **Refresher Course** to prepare for the ASQ **Six Sigma Black Belt** Certification Exam on October 16. This course will also be valuable for quality practitioners who have some experience with Six Sigma, and want to discover what it takes to reach the next level, the Black Belt Certification.

- This is a ten week course in the Boca area on Tues nights, 8/3/04 – 10/5/04 from 6-9 pm.
- Cost of the course plus materials is \$375.00.
- The instructor is Kateri Brunell.
- Please contact Enrique Bekerman at 954-344-4351 or email at emb109@aol.com, if you are interested in this refresher course.

For those who will be sitting for the October 16 exam, the application must be completed by August 20, 2004, which must include ASQ approval of a Six Sigma Black Belt project affidavit. If you have not completed a project, you are not eligible to sit for the exam. The written examination consists of a four-hour 150 multiple-choice questions measuring comprehension of the Body-of-Knowledge (BOK) examination. It is offered in the English language only. For additional information on the Certification process, please visit <http://www.asq.org/cert/types/sixsigma/index.html>

Kateri Brunell is the Performance Excellence Consultant at the National Council for Compensation Insurance (NCCI), Inc. in Boca Raton, with responsibility for the total implementation of a quality management system within the Customer Operations Division. As a Performance Excellence Consultant, Kateri provides direction and expertise in the areas of planning, organization and process design, analysis, teambuilding and problem solving. Prior to joining NCCI in 2002, Kateri spent 15 years as an external management consultant, including 12 years with Qualtec, Inc. (originally an affiliate of Florida Power and Light and now known as Six Sigma Qualtec, Inc.). She is ASQ Certified Six Sigma Black Belt, Quality Manager and Quality Engineer, and has been actively involved with ASQ at national, divisional and section levels since joining the Society in 1991.

Update your mailing and email address ... Contact ASQ National Headquarters ... Phone: 800-248-1946 or Log on to www.asq.org
Your local Section cannot update this information