



The Variant

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Section 1510 / 1515

May 2005

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Section 1510 Website

www.asqsefla.org

Section 1515 Website

www.ASQualitypalmbeach.org

View the latest

Section information

Register for classes

And register for

Section Dinner Meetings

National Website

www.ASQ.org

Message from the Section 1510 Chair by Bonnie Eifert

We are fortunate to have so many opportunities for professional development. Coming up June 1st is the 13th Annual Sterling Conference at JW Marriott in Orlando. The conference brings together over 1000 professionals including keynote speaker, Dr. David Spong, retired President Boeing Aerospace Support. Dr. Spong holds the distinction of being the first two-time recipient of the National Baldrige Award in two separate categories, manufacturing (1998) and service (2003). Also hear the four Governor's Sterling Award 2004 recipients speak on topics ranging from why they became involved, the challenges they overcame, their largest learning experience and their biggest pushback.

One of the highlights of the Conference will be the Team Showcase where the six regional winners will compete for the state championship. Last year, our team from region six, VAP Net Team from Coral Springs Medical Center became the State Champions and went on to represent Florida at the AQP National Team Excellence competition. *This year, our region six winner is again a team from Coral Springs, the Citation System Improvement Team. Come help us support them and enjoy a great opportunity to network with quality minded professionals.* For

more information go to www.floridasterling.com

Congratulations to our newly certified professionals: Cesar A Parra, Six Sigma Black Belt; Carlos R. Monell, Jr and Jacqueline M. Moran, CQMa; Alexander Eng and Christopher Clifton Hector, CQT; Juan B Garcia, CMI; William G. Conety, CQA Biomedical; Asuncion Herrera and Dilip R. Vyas, HACCP Auditor certification

At the April dinner meeting, the Board was pleased to announce the new slate of officers and committee chairs for the new year and to thank all our Board members for their hard work in the past year. Bonnie Eifert will continue as Chair for the coming year. Andy Vouloukis will serve as both Vice Chair and SMP Chair. Fred Gilliam will take on the responsibility of Treasurer and Kannan Krishnan will remain as Secretary. Special thanks to both Eleanor and Sonia Jones for the long hours they've dedicated to the Section. Eleanor will continue as Placement Chair and take on Program Chair. Sonia has elected to take a break from Board activities. Your Board works very hard to put together meaningful activities including classes, dinner meetings, the website and the newsletter. Thank you for your support.

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 954-428-7373 x-245. Please sign up at least three weeks before the scheduled start of class so that we can assure that you have a textbook at the first session. Any classes for which we do not register a minimum of five students will be cancelled.

All Classes Are Refresher Classes

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

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

Section 1510
Monthly Meeting Announcement
Tuesday, May , 2005 at 6:00 PM

Speaker, Ellen Liston

1. Assistant Manager of The City of Coral Springs
2. One of the Key Team members of The City of Coral Springs which accomplished:

City of Coral Springs Receives First-Ever "Florida City of Excellence Designation"

The Florida League of Cities has named the City of Coral Springs as its first-ever Florida City of Excellence winner, as announced at the Florida Cities of Excellence Awards Ceremony that was held recently in Orlando. The program is designed to focus public attention on all the good things cities do to improve the quality of life in Florida and honor outstanding city leaders and cities for their excellent, innovative and highly praised programs.

The *Florida City of Excellence Award* recognizes overall excellence in a city government. The nominated cities were judged on a number of categories including: governance & administration, city leadership, intergovernmental cooperation, citizen outreach & involvement, technology, innovative programs & services and fiscal management.

The award was given in recognition of the city's strong governing and administrative foundation, centered on solid business practices. Coral Springs was recognized for its many accomplishments, including AAA credit ratings from all three rating agencies on Wall Street; and becoming the first repeat winner of the Governor's Sterling Award for Performance Excellence in 1997 and again in 2003. Coral Springs has the lowest crime rate in Florida for cities with a population above 100, 000. The City was also acknowledged for its commitment customer-focused business model and for providing innovative programs.

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

American Society for Quality	PO Box 835062
Southeast Florida Section 1510	Miami, FL 33283-5062

\$5 COUPON

Bring a non-member to a Section Monthly Dinner Meeting

Meeting Date: _____

Guest Name: _____

Address: _____

Phone: _____ Email: _____

Member Name: _____

Section 1515 Announcements

Letter from the Chair **Bernard F. Carmell**

Our lives at home and at work constantly deal with change. Sometimes this change causes stress for which we find no relief, so we muddle through the best we can. Section 1515 is going through a period of change trying to determine how to attract and retain members while meeting their needs as a Section. We are taking a proactive approach to this situation. With your participation we can continue to help you eliminate stress in your life.

As the new Chair for the Section the stress we are experiencing is mostly due to changes in our work and personal environments. It seems we never have enough time to get everything done and that we are constantly being asked to do more. With the small amount of extra time we do have it is being pulled away by numerous personal, family and other commitments. Our Section has no control over those changes but does offer an island of relief from daily stress. We do this by offering meetings and workshops/seminars providing competent presenters sharing tools, experience, knowledge and tips directly related to the topic of the presentation. This safe haven also allows for great networking, opportunities to share experiences

and have some fun and even become involved in Section operations and administration.

Of course a Section does not run itself. We have to recognize those who guided and managed the Section last year to help it achieve awards and recognition from ASQ. Our past Chair, Joni Judd moved the Section through the strategic planning and budget phase to reach the next level of recognition from ASQ. We will continue to follow this lead. Joni will take the Recertification Chair. Charlotte Williamson, past Treasurer facilitated a meeting presentation, paid the bills and provided the financial guidance to help make decisions along the way and continues as our new Vice Chair. Enrique Bekerman, past Education Chair orchestrated monthly speakers/presenters, outside workshops and training events and provided overall support to meet membership needs. Enrique will fill the Publicity Chair. Rafael Mejia continues as secretary and our new Treasurer is Margaret Rainforth. I also want to thank Mauricio Perry and William Grzenda for their continual work on our web site.

Our planning process begins with a meeting of the full board in May to map continued success for the next 12 months and beyond. As Jack Welch stated: "You pick a general direction and implement like hell." Bernard F. Carmell

Message from the Past Chair **By Joni Judd**

Thank you for giving me the opportunity to serve you as Section 1515 Chair. The section's success is primarily due to the strong leadership team that Betsi Ehrlich, past Chair, built and developed. Many thanks to Charlotte Williamson, Bernie Carmel, Enrique Bekerman, and Mikhail Rosenblyum for delivering outstanding service in support of the monthly meetings and educational programs. Others worked behind the scenes taking care of administrative details that keep the section running. They are Rafael Mejia – Secretary, Rick Henderson – Nominating Chair, Shane Argraves – Auditing Chair, Bill Grzenda and Mauricio Perry – Internet Chairs, Cathy Peak – Newsletter Editor. Thank you for committing your time in serving our section.

Section 1515 will be recognized for our section planning process at the 2005 World Conference on Quality and Improvement in Seattle, Washington, May 16 – 18. I am honored to accept this award for our section. This is an example of our accomplishments. Other examples include an increase in attendance at the monthly meetings, participation in networking events, very satisfied participants at educational programs and consistent communication to and from our members using the Internet and newsletters.

Personally, I have grown through my participation in ASQ. The local and national networking opportunities continued to spark my passion about Quality Management, which led to a job opportunity to work as a Master Black Belt at an organization that builds passion in people and strives for performance excellence. It is my hope that this will inspire you to become involved with your local section and spread the passion across Palm Beach County.

ASQ Section 1515 Nominations 2005 – 2006

Chair.....Bernie Carmell	Internet Chair.....Mauricio Perry
Vice Chair.....Charlotte Williamson	Membership Chair.....Mikhail Rozenblyum
Secretary.....Rafael Mejia	Nominating Chair.....Rick Henderson
Treasurer.....Margaret Rainforth	Publicity Chair.....Enrique Bekerman
Auditing Chair.....Bradley Smith	Recertification Chair.....Joni Judd
Certification Chair.....Bernie Carmel	Program Chair.....
Education Chair.....Dan Ulmer	Arrangements Chair.....
Examining Chair.....	Past Chair.....Joni Judd

EMPLOYMENT OPPORTUNITIES

Quality Engineer wanted in Davie, FL to plan & direct activities concerned w/ development, application, & maintenance of quality standards for industrial processes, materials, & products. Must have 2 yrs. exp. in a technical position within a cGMP environment w/BS degree in Engineering Science or Math. ASQ Certified Engineer or background & experience to become certified. Problem solving skills working in a team environment, demonstrated skills in leading cross functional project teams & good written & oral presentation skills. Fax resumes to Andrx Pharmaceuticals Inc., Attn: RDN, to 954-382-7622

NDT Level 2 Inspector

To perform FPI and MPI on engine components.. Must be NDT Level 2 Inspector who is able to read and understand the English language, pass an eye exam and have a high school diploma or GED. Will train right person on our process.
Email resume to fgilliam@jas-inc.com or fax 305-681-7356.

CMM Operator

To operate a Starrett CMM for measuring various engine components. Applicants must be able to read and understand the English language, be computer literate, have a working knowledge of geometry, and experience working with and maintaining a CMM. Familiarization with QC5000 Software and plus.
Email resume to fgilliam@jas-inc.com and/or fax resume to 305-681-7356.

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. Alicia Guertin, Tel: 954-435-5665 Ext. 826 Fax: 954-435-9295



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ASQ QUALITY PRESS CALL FOR AUTHORS

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

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

BOOK REVIEW OF THE MONTH

"Game Testing All In One" by Charles P. Schultz, Robert Bryant, Tim Langdell reveals how to apply software test engineer methodologies to the game industry. It examines several game genres, detailing the product cycle and testing fundamentals specific to each. Master testing techniques as you work through a set of tutorials on four methodologies for producing tests for your game. Learn how to quickly produce useful test documents, capture important data, and analyze measurements. "Game Testing All in One" outlines the roles and responsibilities of a game tester, offering an in-depth look at the responsibilities of each member of the game team. You'll even get tips for finding employment in the industry as a game tester. Available from major bookstores.

ASQ WEBINARS

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

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

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

Section 1510 Officers & Committee Chairs 2004 - 2005

Name	Title	Phone	email Address
Bonnie Eifert	Chair	561-999-3283	eifertb@bellsouth.net
Dennise Suarez	Past Chair & Koality Kid Chair	305-716-0865	Dennise.Suarez@occ.treas.gov
Eleanor Chilson	Vice-Chair & Placement Chair	954-428-7373 x-245	EChilson@pylonhq.com
Kannan Krishnan	Secretary	305-380-3572	Kannan.Krishnan@Coulter.com
Sonia Jones	Treasurer	305-793-0218	soniajones@bellsouth.net
Amarilis Acosta	Education Chair	305-380-3592	Amarilis.Acosta@Coulter.com
James Carbone	Certification & Recertification Chair P.O. Box 4343 Ft. Lauderdale, FL 33338-4343	954-439-9875	Jim_Carbone@yahoo.com
Eddy Laroche	Webmaster	305-380-4981	Eddy.Laroche@Coulter.com
Rich Eggleston	Membership & Welcome Chair	954-565-6522	qc@cctoolsandeng.com
Patricia Irish	Examining Chair	305-597-4236	irishp@bsci.com
Robert Harper	Publicity Chair	305-380-3573	Robert.Harper@Coulter.com
Kevin Fenton	Auditing Chair	305-380-3568	Kevin.Fenton@coulter.com
Frederick Gilliam	Program Chair	954-295-0245	F_gilliam@hotmail.com
Robert Pintavalle	Scholarship Chair	954-581-7500 x-2196	Bob.pintavalle@Andrx.com
Paul Fray	Arrangement Chair	954-732-1613	paulfray@isoqualityconsulting.com
OPEN	Conference Programs		
Cathy Peak Buller	Newsletter Editor	786-229-2618	cathypeak@bellsouth.net
Andy Vouloukos	SMP Chair	786-313-2366	Avoulouk@crdus.jnj.com
Al Weisenborn	Member Directory	305-829-3437	alw@qsrhelp.com

WORLD CONFERENCE ON QUALITY AND IMPROVEMENT

(formerly the Annual Quality Congress)

Teaming with energy. Leading with purpose.

May 16–18, 2005 Seattle, WA

Washington State Convention & Trade Center

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

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

Certification Exams–Sunday, May 15

International Team Excellence Competition

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

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

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

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

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

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

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Section 1510 / 1515

May 2005

Section 1510 April Dinner Meeting May 10, 2005

**Speaker, Ellen Liston, Assistant Manager of The City of Coral Springs
One of the Key Team members of The City of Coral Springs which accomplished
City of Coral Springs "Florida City of Excellence Designation"**

Cost: \$26.00

Registration Deadline: Sunday, May 8, 2005, 12:00 Noon

Meeting Date/ Time: Tuesday, May 10, 2005 at 6:00 PM

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

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

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

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

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

Register online at www.asqsefla.org

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

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