



The Variant

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Section 1510 / 1515

May, 2004

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Message from the Section 1510 Chair by Dennise Suarez

Our next month's speakers will be a panel discussing service industry. Service industry is one of those titles that most people take for granted. Service, good or bad, is always about a small detail. Something as simple as arriving at a hotel with a guaranteed reservation for a non-smoking room that is not only found on the computer but that is also waiting for you. We take this for granted until we show up at midnight to find our guaranteed hotel room has been given to someone else. Service is about the pharmacy technician that remembers your name. It's about being acknowledged and greeted with a smile. We appreciate your business attitude. As consumers, we can always take our business anywhere and should when we are not receiving service.

During the month of May, I like to stop and think about the people that have given service to this country. We have family members, friends, and co-workers called to service. Our military is made up of young adults having to endure loss of every day comfort and conveniences, the separation of family, loss of family income, and possible loss of life for

the sake of our "Quality of Life". The simple things we take for granted our soldiers miss everyday, things like toilet paper, toothpaste, a hot meal, or candy. When these things are available, they have to stand in lines for hours to purchase it with their pay. This month, we thank those that have been called to serve, to our veterans from previous operations and to ask you to consider charities helping the families of these men and women.

April's Meeting Topic was Negotiation Techniques. The speaker Nancy Lazarowitz, a 15 year Information Technology professional was able to provide the audience with a number of negotiating tools which we could use to negotiate win-win resolutions. There was a significant amount of interaction between the speaker and the audience demonstrating how to apply these tools in our everyday work and personal lives, since we negotiate every day with our bosses, employees, co-workers, customers, vendors, families, and friends.

We are still looking for volunteers for the Annual Team Showcase. Please contact Eleanor Chilson.

Dennise Suarez, Sec 1510 Chair
Dennise.Suarez@occ.treas.gov
Joni Judd, Sec 1515 Chair
JLAnalysis@aol.com
Bonnie Eifert, Newsletter Editor
eifertb@bellsouth.net

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.**

Visit Section 1515 website
www.ASQualitypalmbeach.org

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: Wednesdays - Beginning August 1, 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 July/Aug 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: TBD Time: 8:30 am to 5:00 pm Where: TBD Instructor: Kannan Krishnan - CQE, CQA, CQMa, CQIA

Additional classes will 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

Application Deadline

Exam Date

Past

June 5, 2004

August 20, 2004

October 16, 2004

October 1, 2004

December 4, 2004

January 9, 2005

March 5, 2005



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)

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.

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

Ready to Recertify??

If your certification expires in June, 2004, it's time to recertify. It takes only 18 credits for recertification. Remember that CMI, CQT and CQIA do not require recertification, as these are lifetime certifications.

If you need a recertification journal, call ASQ Customer Care at 800-248-1946 and ask for item B0525 or email cs@asq.org

Fully retired and at least 55 years old? You can retire your certification. Contact the ASQ recertification coordinator by email at bcarr@asq.org

Those with more than one certification can synchronize their certifications and save time and money. Additional information is available in the recertification journal or on-line at asq.org

Section 1510 members should send their recertification material to our Certification & Recertification Chair, James Carbone, P.O. Box 4343, Ft. Lauderdale, FL 33338-4343

***Message from the Section 1515 Chair
by Joni Judd***

“Chaotic action is preferable to orderly inaction” Karl E. Weick, *The Social Psychology of Organization*

I believe Section 1515 is experiencing positive new growth and I thank you for your feedback and patience as we get organized for the new year. We have excitement building as more and more people contact us to volunteer and as our meeting attendance increases. As your Chair, I thank you and appreciate your passion towards achieving excellence in your personal life, among your fellow workers and across Palm Beach County.

Strategically, our section is organized into seven areas. They are: Leadership/Administration, Financial and Section Management Planning, Membership, Programs, Certification, Record Keeping, and Communication. These areas are aligned with how National is organized and supports the Section Management Process (SMP), which is designed to assist sections in achieving excellence. It appears that these seven areas are also aligned with the Malcolm Baldrige criteria, therefore I am confident that we can build an effective leadership team using this framework. I continue to create a learning, fun filled environment, as we spend 4-6 hours a quarter creating a plan and 4-6 hours a month completing the plan. Please consider joining this leadership team.

We are planning our annual Leadership Training with Section 1510 and we have a fabulous speaker this year, Grace Duffy. The training is scheduled for **Saturday July 24th in Ft Lauderdale from 8:30 am to 1:00 pm**. This training is **open to all members** who have an interest in volunteering for ASQ. All participants must send a check to your treasurer, which confirms registration. Your section will pay for your meals, which include breakfast and lunch, by returning your check to you upon your arrival. Location and amount will be announced soon. Join me for a valuable workshop.

Our membership demographics continually change and so should we in order to meet the needs of our members. For 2004-2005, we are proposing to schedule monthly meetings in Boca Raton, except for when we have a central meeting. Furthermore, we propose to schedule bi-monthly or quarterly meetings in the north county area until the attendance increases. Please send your comments to Jim Levine, Vice Chair or Joni Judd, Chair using our website www.ASQualitypalmbeach.org For the remainder of the year, our plan is to schedule one meeting for May in Boca Raton, which balances the plan when we had one meeting for November in Jupiter.

I look forward to working with all of you to continually improve the sense of excellence in Palm Beach County. Theodore Levitt stated, “Ideas are useless unless used. The proof of their value is only in their implementation. Until then, they are in limbo.” Go team!

Section 1515 May Meeting

Topic: Project Management, Three Critical Factors to Creating a Successful Plan

Facilitator: Joni Judd, from J&L Analytical Services, Inc

Ms. Judd will demonstrate successful planning techniques using Section 1515's 2004-2005 objectives. All are welcome to participate in planning for a rewarding year.

South County Meeting at Embassy Suites In Boca

Date: Thursday, May 13, 2004

Time: 6:00 – 8:00 pm

Location: Embassy Suites, NW 53rd, Boca Raton. (Exit I-95 west on Yamato Road, take the first right onto NW 53rd St.)

Cost: \$15.00

Menu: Deli Buffet

Register: Please register online at www.ASQualitypalmbeach.org or call Joni Judd at 561-575-2610.

Section 1515 News

2004-2005 Officers

It is my pleasure to present the slate of officers for 2004 –2005:

Chair	Joni Judd
Vice Chair	Jim Levine
Secretary	Rafael Mejia
Treasurer	Charlotte Williamson

Election of Officers

Election of Officers will be held at our May meeting on Thursday, May 13, 2004 at the Embassy Suites in Boca Raton. If you are not available to attend, and would like to nominate a candidate from the floor, please contact Joni Judd at JLAnalysis@aol.com before May 1, 2004.

Section 1515 Joined the Palm Beach Business Development Board. We are listening to our members say “Network, Network, Network!” As of the beginning of April 2004, the Palm Beach Section of ASQ is now a member of the Palm Beach Business Development Board. We are excited to offer this great networking opportunity for our members, by encouraging our members to attend the BDB cluster meetings, lunches and other networking opportunities including golf tournaments.

Please visit there website www.bdb.org and check out the calendar of events such as the Dale Carnegie Training Workshop entitled: "**Communication: The World's Greatest Challenge**" on Friday, April 29, from 9 – 11 am at the Courtyard Marriott in West Palm Beach. When you call to make a reservation, be sure to say you are a member of the Palm Beach Section of ASQ.

Congratulations to those members in 1515 who have achieved certification:

David A. Jinks	Certified Calibration Technician
James O. Maxwell	Certified Quality Auditor
Pam Angel	Certified Software Quality Engineer
Rafael Antonio Mejia	Certified Six Sigma Black Belt
Robert Dana Lloyd	Certified Six Sigma Black Belt

EMPLOYMENT -

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 Bonnie Eifert at 305-628-7806 or eifertb@bellsouth.net

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

Senior Quality Engineer: S. Fla. Responsibilities include: identifies and puts corrective actions to address potential or actual process failures (equipment, procedural, people or materials). The key role is to ensure that throughout a product's lifecycle, quality is designed into products by understanding and controlling the processes used to manufacture and test the product. This individual assumes responsibility for the development of metrics that report on the effectiveness of processes, status of improvement opportunities and progress against performance objectives. BS degree in Engineering, Science or Math. Five years experience as a Quality Engineer working in a cGMP environment. ASQ Certified Quality Engineer. Six Sigma Black/Green Belt a bonus.

Additional weight awarded to having a supplier certification, experience with validation, process /product improvement, implementation or validating electronic control systems (not computers), proven examples of significant contributions in the past in support of manufacturing operations? (must be yes). For additional details contact Michael Goldberg, Sr. Corp. Recruiter at American Recruiters (954)492-4634; (954)492-4602 fax; mgoldberg@arcimail.com; www.americanrecruiters.com

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NDT Inspector for Propulsion Technology, LLC. Resp. to inspect aircraft turbine engine component parts using Liquid Penetrant, Magnetic Particle, Eddy Current, and Ultrasonic Inspection methods. ASNT or NAS 410 Level II certification, or higher, within the past two years required in at least three of the four disciplines.

Must be able to be certified in the non-Level II discipline within six months of hire. Must be able to work overtime, including weekends as needed. Must possess an automobile, valid drivers license, and be able to commute between two PTLCC work facilities (approximately 1 mile apart). Must be computer literate and capable of completing the company documentation. We value diversity at Propulsion Technology. Qualified females, minority group candidates and those with disabilities are urged to apply. EOE/M-F / AA / ADA / DFWP **Apply to: <http://www.ptcgrp.com>; hr@ptcgrp.com; Fax (305) 629-8813; by mail or in person at 8050 N.W. 31st Street, Miami, FL 33122.**

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Quality Systems Specialist for Zellweger Analytics, Inc in Sunrise, FL. Support and initiate improvements to processes, policies and procedures to ensure quality system meets or exceeds internal and external customer needs and expectations. Organize and maintain CDR (Customer Discrepancy Report) System, third party supplier quality, incoming inspections, warranty cost control, quality system – control and maintenance, internal audit program operation.

Requires 5 or more years of related work experience in commercial manufacturing, business, quality systems, corrective and preventive programs. Four-year college degree with courses in business, quality or technical field preferred. Formal training courses in Quality processes, ISO9001. Strong computer skills. **Email resume to laura.jack@zelana.com. Zellweger Analytics, Inc., 400 Sawgrass Corporate Pky., Sunrise, FL 33325, Phone: 954-514-2736l; FAX: 954-514-2784**

American Society for Quality		PO Box 835062
Southeast Florida Section 1510	\$5 COUPON	Miami, FL 33283-5062
Bring a non-member to a dinner meeting		
Meeting Date:	_____	
Guest Name:	_____	
Address:	_____	
Phone:	_____	Email: _____
Member Name:	_____	

Section 1510 Officers & Committee Chairs for 2003 - 2004
(for a complete list visit our website)

Name	Title	Phone	email Address
Dennise Suarez	Section Chair & Koality Kid Chair	305-716-0865	Dennise.Suarez@occ.treas.gov
Eleanor Chilson	Vice-Chair & Placement Chair	954-986-3284	Eleanor.Chilson@amgreetings.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
Donna Inglis	Membership Chair	954-779-2500 x256	dinglis@aticousa.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	954-973-2477	rpintavalle@netscape.net
Paul Fray	Arrangement Chair	954-732-1613	paulfray@isoqualityconsulting.com
Bonnie Eifert	Newsletter Editor	305-628-7806	eifertb@bellsouth.net
Andy Vouloukos	SMP Chair	786-313-2366	Avoulouk@crdus.jnj.com
Al Weisenborn	Member Directory	305-829-3437	alw@qsrhelp.com

New ASQ Individual Member Categories Begin July 1

Now when you renew your ASQ membership, you have some choices. In order to better serve ASQ members, the Board has recently approved multiple categories for individuals. Most members will continue in the Regular member category which will also include Seniors and Fellows. The Student membership will also continue to be available. Two new categories, Forum and Associate are being offered for those persons interested in membership only within a specific division or forum (Forum) and those who don't require the full range of benefits available to Regular members (Associates). Student, Forum and Associate membership is offered at reduced cost. For more information see the ASQ website at www.asq.org

Deadline to Apply for the Orlando Acevedo Scholarship is May 1

Are you a member of Section 1510 and a college student or have dependents that are in or ready for college. Section 1510 has scholarship money available to help. The deadline to apply for a scholarship is May 1st. In addition to completing the application, applicants will need to submit a transcript and an essay on a quality related topic. The application process is easy. See our website at www.asqsefla.org for complete information and application.



The Variant

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Section 1510 / 1515

May, 2004

******* MAY DINNER MEETING*******

Panel: Dr. Parasuraman, Marco Menendez, Nubielena Medina-Gomez.
Topic: Customer Service: Service Quality
Date/ Time: May 4, 2004; 6:00 PM
Cost: \$26.00 **Registration Deadline:** Friday, April 30, 2004
Location: Don Shula's Hotel @ 6842 Main Street, Miami Lakes. Phone 305-821-1150

Menu: Coupe of Fresh Seasonal Fruits, Rolls, Butter, Iced Tea, Coffee, Smashed Potato, and a choice of: Grilled Salmon, Chicken Roma or Pasta Primavera Dessert: Key Lime Pie

Note: Members must make their selection of Salmon, Chicken or Pasta when they call or register on line.

Register with Paul Fray at 954-732-1613 or electronically at www.asqsefla.org. Make checks payable to "ASQ-1510". When leaving your name on voice mail, spell your last name and first name, state your choice of dinner entrée and leave a phone number in case we need to call you back.

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