



# The Variant

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Section 1510 and Section 1515

November 2005

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Email: mrebc@aol.com

### Newsletter Editor

Email any original contributions to  
cathypeak@bellsouth.net  
Contributions may be subject to  
editing to meet space requirements,  
but most times will be  
accommodated. Any items are  
welcome to be submitted by 15th of  
each month.

### Section 1510 Website

[www.asqsefla.org](http://www.asqsefla.org)

### Section 1515 Website

[www.ASQualitypalmbeach.org](http://www.ASQualitypalmbeach.org)

### Section Information

Class Registration

Section Dinner Meeting

Registration

## Message from the Section 1510 Chair by Bonnie Eifert

**NQEC 2005: Tapping Student Potential - Raise Academic Achievement and Narrow the Achievement Gap** ---- Join us at the 13th Annual ASQ National Quality Education Conference (NQEC) at the InterContinental Hotel in Miami, Nov 13-15 with pre-conference workshops on Nov 12th.

Section 1510 is the local sponsor, providing support and volunteers for the conference. Anyone interested in volunteering should contact Dennise Suarez at [dennise.suarez@occ.treas.gov](mailto:dennise.suarez@occ.treas.gov).

Keynote speakers include **Franklin Schargel**, President of The Schargel Consulting Group; **John A. Pieno, Jr.**, a nationally acknowledged expert in the principles of organizational performance excellence embedded in the Malcolm Baldrige Criteria and the Florida Sterling Criteria; and Anne Conzemius, founding partner in QLD Learning and co-author of three books with partner **Jan O'Neill**: Building Shared Responsibility for Student Learning, The Handbook for SMART School Teams, and The Power of SMART Goals: Using Goals to Improve Student Learning. Learn more on page 3 of this newsletter and at [www.asq.org/conferences/quality-education-conference](http://www.asq.org/conferences/quality-education-conference).

**Performance Excellence Showcase** is right around the corner. On February 1, teams will come to together to showcase their performance improvements and compete to represent our district at the

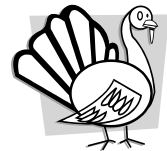
state level. Teams from Coral Springs have won the showcase the past two years and gone on to win the state showcase also. Enter your team by logging on to the showcase website at [www.excellenceshowcase.org](http://www.excellenceshowcase.org). Storyboards are also welcome and can be registered at the same time.

Do you have know someone who has made or continues to make outstanding contributions to the field of quality? Part of the Showcase is the awarding of the Quality Practioner of the Year Award. Nominations are now being accepted with criteria available at the showcase website.

The Section Business Plan for 2006-2007 has been submitted to ASQ National as part of our continuing commitment to the Total Quality process and has also been posted on our website, [www.asqsefla.org](http://www.asqsefla.org).

In other section business, Fred Gilliam has resigned as Section 1510 Treasurer due to a recent promotion. Rich Eggleston has accepted the position. I want to thank Fred for his efforts first as Program Chair and then as Treasurer. A complete list of all Board members is available on our website.

Happy Thanksgiving  
from the Section 1510  
Board!



## Section 1510 Monthly Meeting Email Reminders Option

If you would like to receive an e-Mail reminder of Section 1510 monthly meetings, please send a valid e-Mail address in the body of your response to Arrangements Chair Paul Fray, [paulfray@iqc.bz](mailto: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](http://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](mailto: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, 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
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, 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
CSSBB	Six Sigma Black Belt (Details enclosed on Page 6)	3.0	Fees includes textbooks & materials	Saturdays, Starting February 2006	5:30-8:30pm, 9 sessions, meals included	Convenient Location to Students	Kannan Krishnan CQE, COA, 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, COA

**For Certification Exams dates and locations, please visit the ASQ Certification website at [www.asq.org](http://www.asq.org)**

# Section 1515 Palm Beach County Announcements

## Section 1515 Message from the Chair

Bernie Carmell

### Quality Nuggets:

Quality work is like planning your personal investments. You want to ensure maximum return over the short and long term. The work we do in the quality management arena requires that we measure our return on investment as well. Sometimes the projects that we choose or are assigned are small. They take a few weeks or months to complete and show positive gain but not superstar results. Other projects both short and long-term show stellar results. The point is that the results of our work in quality management are measured one nugget at a time. They accumulate over time and, if planned properly, show a great return on investment at the end of a quarter, year or sometimes-over many years. Be sure you are capturing each nugget regardless of size.

### Meeting Information:

Our November 17 meeting is a very special celebration because we are recognizing four of our corporate sustaining members. Two of them, Debt Management Credit Counseling Corp and NCCI, will be presenting their Quality Journey stories and successes. For additional information look at the meeting announcement that follows or visit [www.asqualitypalmbeach.org](http://www.asqualitypalmbeach.org). We expect the largest registration of the year for this event. If you have not yet registered, please do so right away so that we may plan accordingly.

### Call for Volunteers:

Each year we exist it is due to our volunteers, i.e., officers and board members that invest their time to add value to our members. ASQ National is currently holding special meetings to identify what National can do to add value to each Section and to ensure member growth. We will learn from these meetings. Your time is of great value as is your involvement in Section 1515 management. Something as simple as providing the food arrangements for monthly meetings or securing the award to be handed to the meeting speaker, takes time. When multiple volunteers take responsibilities, the time of those currently responsible for delivering them is reduced. Sharing the work extends volunteer commitment.

We need you to become active in the management of your section. November begins the planning of future board members. Please contact any board member to discuss how you can become part of a great team. PS -You also accrue credits toward Recertification for your board meeting participation.

### November 17 Meeting

### ASQ Section 1515 Greater Palm Beach - Special Event –

On November 17, 2005 at 6 p.m., at the West Palm Beach Marriott Airport Hotel, The American Society for Quality

Greater Palm Beach, ASQ 1515 will be honoring our Sustaining Corporate Members at a dinner meeting. Two executives from these organizations will share their companies' experiences on their road to excellence. Please join us in honoring these excellent organizations that contribute immensely to our success as an ASQ section while learning more about their business and their commitment to Quality.

**Bonnie L Canty** has been the Executive Director of **Debt Management Credit Counseling Corp.**, a not for profit 501-c-3 charitable credit counseling organization, since it began employing people in August 2000. Prior to accepting the position, Bonnie L. Canty practiced law for over ten years. Her practice touched on many areas including family law, bankruptcy, and collections all of which prepared her to manage and oversee an organization dedicated to counseling consumers. Bonnie L. Canty obtained a Bachelor of Science in Business Administration from Ramapo College of New Jersey in 1984 and a Juris Doctor from Hofstra University School of Law in 1987. She is licensed to practice law in five states, Florida, Georgia, New York, New Jersey and Connecticut as well as before the United States District Court for the Southern District of Florida.

**Phyllis Lodico** is president of **NCCI Holdings** Customer Operations Division. The Customer Operations Division, one of three strategic business units at NCCI, is responsible for the products and services delivered to carriers, self-insurers, state funds and agents, including customer satisfaction and bottom-line results. Lodico's division is also responsible for the Customer Service Call Center, business development, and experience rating production.

Before joining NCCI in August 1993, Lodico worked for the American International Group (AIG) in New York, where she had been vice president in charge of domestic operations for the America Home Group. During her 10 years with AIG, she held a variety of management positions in internal audit, premium audit and underwriting operations.

Lodico serves on the Board of Directors for United Way of Palm Beach County. She graduated from Hofstra University (NY), where she received a B.B.A. with a major in accounting. She has also completed executive level management courses at Stanford University.

### REGISTER TODAY:

Date: November 17, 2005

Place: West Palm Beach Marriott Airport Hotel

Time; 6 P.M.

Cost: \$26.00 includes dinner.

Register online at [www.asqualitypalmbeach.org](http://www.asqualitypalmbeach.org) or [mrebc@aol.com](mailto:mrebc@aol.com), or call Margaret at 561-357-4800x204.

# Section 1515 Palm Beach County Announcements

## Section 1515 Palm Beach County 2005-2006 Program Summary

Date	Topic	Speaker
November	Dinner Event Honoring ASQ 1515 sustaining members	Exec Speakers from NCCI, DMCCC and Wings Electronic Sales
January	Time Management- Handling it All!	TBD
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

## Employment Opportunities

**Quality Manager** Seeking a candidate to assist in maintaining ISO compliance for small manufacturing firm. Manage internal audit process, responsible for document control including DCF's, CAR/PAR, maintain company metrics, manage continuous improvement projects. Six Sigma/Lean experience helpful. DFWP. Email resume to hr145@fhp-mfg.com, sblake@fhp-mfg.com.

**Quality Engineer** ISO 13485-certified medical device manufacturer seeks a Quality Engineer responsible for providing company-wide quality assurance support of the organization's Quality System and quality engineering technical support for the manufacturing environment. Position is a hands-on role supporting maintenance of the organization's Quality System as well as being an integral member representing the Quality function for new product development, manufacture and sustaining activities. Responsibilities and Authorities (include, but are not limited to): Create and execute qualification / validation protocols and reports in support of Design Controls; perform data analysis, Create operating procedures, work instructions, inspection procedures; train personnel, Perform quality inspection activities, Lead/assist in corrective/preventive action and complaint investigation activities, Lead/assist in auditing activities, internal and external; support the approved supplier program, Provide assistance in the development of Quality Plans, Lead/assist in risk analysis activities, Support Documentation Control activities

Job Requirements: Education and Training: Bachelor of Science in Engineering (IE, ME, BME, ChemE) or equivalent work experience., Skills / Technical Requirements: a. Must be able to understand and/or generate policies and procedures to ensure the adherence of the organization to cGMP and ISO requirements. b. Must exhibit excellent verbal and written communication skills, c. Must be able to apply basic statistical technique to analyze data; Six Sigma training, CQE and/or CQA certification desired, d. Must be knowledgeable in Microsoft Office programs,

Prior Experience: a. 3-5 years experience in the medical device industry, with special focus on process/product validation and quality control activities, b. Strong knowledge of cGMP and applicable ISO regulations, c. Auditing experience strongly desirable, d. Regulatory experience desirable. Qualified individuals should fax resume to S. Otano-Lata at Scion Cardio-Vascular, 305-259-8878.

**Quality Engineer II / Senior** Major responsibilities include: Conduct and lead process and product validation and verification activities. Conduct or support non-conformance investigations for production. Conduct or support CAPA related activities for investigations. Initiate and support continuous process improvements with in area of responsibility. Define controls to meet product/process requirements. Equipment Validation, Writing & Executing Protocols, Lean Experience a plus

Requirements: A minimum B.S. in Engineering with 2-5 years of related experience. Strong engineering skills with working knowledge of: Process validation and verification activities. Risk analysis techniques including FMEA (Failure Modes and Effects Analysis), Problem solving techniques including root cause analysis and cause and effect analysis. Statistical techniques and methods. Blue print reading and interpretation including Geometric Dimensioning and Tolerancing (GD&T). Working knowledge of QSR and ISO9001/EN46001 quality system requirements. Working knowledge of Microsoft office products (Word, Excel, Access, and Project). Excellent written and oral communication skills. The qualified candidate for this hands-on position should be able to use Quality Engineering principles, tools, and practices to develop and optimize systems and processes that are aligned with the overall business and quality vision. The individual must be capable of working independently and in a team setting. Please forward resume to gcortaza@crdus.jnj.com

Interested in additional Employment Opportunities?

Please visit Section 1510 Website for a full listing off offerings unable to fit within this space (twelve total) at [www.asqsefla.org](http://www.asqsefla.org) and see more opportunities. Also, visit ASQ National Website at <http://www.asq.org/career/index.html>

# Certification Opportunities



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

## ISO 9000 CERTIFICATIONS AND TRAINING

*Including Lead Auditor Classes      ¡Ahora con clases en Español!*

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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](http://www.cqrservices.com/schedule.html)

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

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

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**Are you certifying your Quality Management System to ISO 9001:2000?**  
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Advertisements should not be considered an endorsement by ASQ or Section 1510/1515



## EDUCATIONAL EXCELLENCE / KOALATY KID UPDATES

### **National Quality Education Conference (NQEC) is coming to Miami November 13 - 15, 2005: Tapping Student Potential - Raise Academic Achievement and Narrow the Achievement Gap**

What is NQEC? NQEC provides teachers, administrators, and support personnel with opportunities to examine continuous improvement principles used in education. It provides resources and best practices to help you address requirements of No Child Left Behind, while helping you increase student achievement and improve overall performance.

You will hear teachers, principals, superintendents, and higher education personnel, all sharing what is working to improve student learning at the classroom, school, district, and university levels. Learn best practices in leadership, strategic planning, stakeholder expectations, information management, human resource systems, process management, and more. An array of leading exhibitors will demonstrate the latest products and software available to help you make data-driven decisions

#### What You Will Return With:

- \* A systematic improvement plan for teaching and learning processes
- \* Proven methods for creating successful learning environments
- \* Methodologies for improved customer satisfaction and student results
- \* Nationally recognized standards of excellence for assessment
- A focus on continuous improvement for all processes within the educational system

#### Testimonials & Comments from 2004 Attendees:

"Wonderful! Thank you for inspiring me! This is our 2nd year for using Quality Tools, so it is inspiring to know that results will show up, maybe not today, but over the course of time. It gives me great hope to hear you say it is a journey, keep doing the right quality tools and the improvements will show up."

November 13 - 15, 2005 with Pre-conference Workshops on November 12, 2005

InterContinental Hotel Miami, Miami, Florida

For more information visit website <http://www.asq.org/conferences/quality-education-conference/>

# Section 1510 Upcoming Activities

## November Dinner Speaker and Topic Leo M. Tonkin, President and CEO, Distinctions, Inc.

Distinctions, Incorporated is a worldwide leader in the training and organizational development industry. The company provides organizational initiatives, leadership programs, and training seminars that are the product of extensive research and development in individual and organizational performance, effectiveness and productivity.

Our mission is to empower and enable organizations to generate extraordinary business results and an exceptional quality of life for their people. Since our founding in 1995 we have acquired a body of intellectual property, formed a top-notch business development team, and created new consulting services and curricula, all in pursuit of that mission.

### Methodology

Distinctions' methodology is drawn from a rich tradition of thinking, real-world experience and research that spans a number of disciplines, such as organizational behavior, sports psychology, human performance technologies, philosophy and cognitive science.

We serve a variety of domestic and international markets. They include automotive, manufacturing, high-tech, industrial and consumer-related products, financial institutions, retail-chain operations, sales and service industries.

We put our clients' interests first - accepting only those assignments where both our clients and our staff can have maximum impact. Our initiatives are created with companies that are prepared to provide the leadership for fundamental change. Each engagement is designed around the clients' critical objectives.

Distinctions was founded May 1995

## Section 1510 Six Sigma Green Belt Certification Program

ASQ Section 1510 is pleased to announce a new Six Sigma Green Belt Certification program available to all interested persons.

### Program details

- Designed for Six Sigma professionals and enthusiasts people who will perform or facilitate process improvement activities.
- Suitable for all areas and all levels within the an organization from all levels.
- Nine Saturday sessions from 8:30 AM to 5 PM starting from February 4<sup>th</sup>, 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](http://www.workforceflorida.com) under 'Incumbent Worker Training' Contact for possible financial support.

### Certification Program includes:

- Concepts of 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.
- Coverage of the CQIA (Certified Quality Improvement Associate) Body Of Knowledge
- 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:

- Six Sigma Black Belt practitioners certified by ASQ
  - Kannan Krishnan CSSBB, CQMa, CQE, CQA, CQIA
  - Purav Panathula CSSBB, CQE

### Registration Contact:

For registration and additional information, please contact Section 1510 Educational Chair Amarilis Acosta at 305-380-3592, and also at email address [amarilis.acosta@coulter.com](mailto:amarilis.acosta@coulter.com). You may also register through Section 1510 website at [www.asqsefla.org](http://www.asqsefla.org)

## Performance Excellence Showcase and Team Competition coming on February 1, 2006

The statewide showcase if part of Florida Sterling Quality Conference. Team Showcase Competition is the conference major event. Visit Official Event Website at [www.excellenceshowcase.org](http://www.excellenceshowcase.org) for complete details.

# Certification Opportunities



## Business Management Systems Training



### QMI offers BMS training in:

#### **Essentials, Internal and Lead Auditor Training:**

ISO 9001:2000 Quality Management

ISO 13485:2003 Medical Devices Quality Management

ISO 14001:2004 Environmental Management

OHSAS 18001 Occupational Health & Safety Management

#### **Quality:**

ISO 9001:2000 Process Auditing

ISO 9001:2000 Customer Satisfaction

**New** ISO 9001:2000 The Role of Management

#### **Food Safety:**

HACCP Essentials

**New** ISO 22000 Food Safety Essentials

**New** ISO 22000 Food Safety Internal Auditor

#### **Occupational Health and Safety:**

**New** OHSAS 18001 The Role of Management

#### **Health/Medical:**

Auditing Infection Control During

Construction or Renovation of Health Care Facilities

ISO 13485:2003 Transition Training

#### **Environmental:**

**New** ISO 14001:2004 EMS Key Changes

**New** ISO 14001:2004 The Role of Management

#### **Integrated Management Systems:**

**New** Establishing and Implementing an IMS

**New** Auditing an IMS

Look to QMI training courses to help you learn more about management system standards, their requirements and how they are applied.

## THE CHOICE IS YOURS...SCHEDULED OR ON-SITE COURSES

QMI, a division of CSA Group, offers training sessions year-round, as well as the option of having this training delivered on-site at your preferred location. The CSA Learning Center manages the delivery of all QMI training courses. Request an

"on-site quote" from the CSA Learning Center at [www.qmi.com](http://www.qmi.com).

For further details:

[www.qmi.com](http://www.qmi.com)

1-800-463-6727

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It is easier to do a job right than to explain why you didn't . **Martin Van Buren**



# The Variant

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Section 1510 and Section 1515

November 2005

## Section 1510 November Dinner Meeting November 08, 2005

Speaker: Leo Tonkin, President and CEO, Distinctions, Inc.  
Topic: Time Management

**Registration Deadline: Sunday, November 06, 2005, 12:00 Noon**

Meeting Date / Time: Tuesday, November 08, 2005 at 6:00 PM

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

Menu: Caesar Salad, Rice Pilaf, including choice of

Chicken Scampi, Grilled Dolphin or Pasta Primavera, with dessert Fresh Seasonal Berries with Whipped Cream

*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](http://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](mailto:paulfray@iqc.bz) or [paulfray@isoqualityconsulting.com](mailto:paulfray@isoqualityconsulting.com) ph 954-732-1613