



The Variant

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Section 1510 / 1515

October 2004

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Section 1510 Website has been redesigned and updated. Please visit Section 1510 website www.asqsefla.org

View all the latest Section information

Register for classes and Section Dinner Meetings

Link to www.ASQ.org for other Quality related sites and further information

Section 1515 Website is www.ASQQualitypalmbeach.org

Message from the Section 1510 Chair by Bonnie Eifert

► Our thoughts and prayers are with all our members, friends and associates whose lives were impacted by hurricanes Charley, Frances, Ivan, and Jeanne.

► With the threat of Ivan looming on September 10th, the Board decided to cancel the September dinner meeting and reschedule it for this month, Tuesday, October 12th. We invite you to spend some quality time with friends, do some networking and listen to an excellent speaker, John Layzell. Details can be found inside and registration is available by phone or on our Section 1510 website.

► Speaking of the website, www.asqsefla.org, if you haven't visited in the past few weeks, you're in for a surprise. Eddy Laroche, Section 1510 Webmaster, has done an

outstanding job reformatting, renewing and revitalizing our site. Please visit often to keep up with our Section activities and link to other Quality issue sites

► Please mark your calendars for our dinner meeting on November 9th. We will be honoring Dr. Howard Gitlow, elected as an ASQ Fellow this past year. Helping us will be Dr. Edward Baker and Dr. Arun Sharma. We will also hear from our scheduled speaker, Carol Welsh. A exceptional meeting not to be missed.

► Congratulations to both Section 1510 and Section 1515 for achieving the ASQ Total Quality Award for 2003-2004. Special Thank You to Andy Vouloukos and the Total Quality Award Team that completed Section 1510 survey this past year.

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 October 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: TBD 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 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 August 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: TBD 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

Application Deadline Exam Date

October 11, 2004 December 4, 2004

Past October 16, 2004
 January 7, 2005 March 5, 2005

2004 – 2005 Business Plan for Section 1515

Several members joined the initial planning session in June and agreed on a basic framework that will assist our new leadership. Your feedback is greatly appreciated. Please review our ideas and send your comments to the Program Chair: Jim Levine at cpaeboca@earthlink.net, Education Chair: Enrique Bekerman at EMB109@aol.com and/or Membership Chair: Mikhail Rozenblyum at Mikhail0159@aol.com.

Mission Statement: The Greater Palm Beach Section of ASQ, Section 1515, is dedicated to deliver meaningful programs to our members and other Professionals. These programs are designed to expand their knowledge base with regard to improving their business and personal life. Our success is measured based on membership retention, satisfaction and loyalty.

Types of Programs:

Monthly meetings with dinner or snacks that will encourage networking, Semi Annual refresher courses for certification, Quarterly in depth education workshops

Subjects of Interest: Our intent was to cover broad subjects or approaches as well as application of useful tools. Please send your ideas and contacts for speakers to Jim Levine, above.

August	Lean Six Sigma
September	Supply Chain Management
October	Root Cause Analysis
November	Facilitation Skills
December	Social Networking and/or a local Tour
January	South Florida Quality Showcase and Quality Management Division Conference in Orlando
February	Strategic Planning
March	Coral Springs Hospital presents their approach to Quality Management
April	Process Mapping
May	Awards and Networking

Section 1515 October 2004 Meeting

Root Cause Analysis – Improving Performance for Bottom Line Results

ASQ 1515 is proud to announce that Robert J. Latino, Senior Vice President of The Reliability Center, Inc. (RCI) Hopewell, Virginia will be presenting a one hour introduction to Root Cause Analysis (RCA). It is a well-known fact that 20% or less of the adverse events contribute to 80% or more of the losses in a system or process. These events are called *The Significant Few*. Learn how to drill down individual *Significant Few* events and uncover the physical, human and latent root causes that triggered such adverse events to occur. The PROACT RCA approach has been in existence for over 30 years and has been applied to every industry in the Fortune 500.

Date: Thursday, October 21, 2004 Time: 6:00 – 8:00 pm Cost: \$20.00 Includes Dinner

Location: NCCI, Inc. 901 Peninsula Corporate Circle, Boca Raton (West of Congress at I-95 Congress Exit between Linton and Yamato)

Reservations are required because of Building Security. Please register online at www.ASQualitypalmbeach.org or email Jim Levine at capeboca@earthlink.net Security entrance instructions will be provided with registration confirmation.

Mr. Latino is the author of *Root Cause Analysis Improving Performance for Bottom Line Results* and contributing author of *Error Reduction in Healthcare: A Systems Approach to Improving Patient Safety* and has also been published in numerous trade magazines (including ASQ **Quality Progress**) on the topic of RCA. Mr. Latino holds a Bachelor's degree in Business Administration and Management from Virginia Commonwealth University. He has been facilitating RCA and FMEA analyses around the world for 20 years and has taught over 10,000 students in RCA Methodology and is a frequent speaker on the topic at trade conferences.

Congratulations! Section 1515 has fulfilled the 04-05 minimum requirements for being in good standing in the Society and has achieved Level I Section Basics in the Section Management Program (SMP).



Section 1510 October Dinner Meeting Guest Speaker John Layzell

John Layzell has over 30 years of multinational, multicultural, and multiethnic professional experience with highly profitable corporations in Europe, Japan and the US, leading, inspiring, coaching, team building and motivating management and employees with the highest degree of personal integrity and ethics.

John, who is president of Synergis Business Solutions, is an ACTION International Business Coach. He works directly with business owners teaching them how to make more money, free up more of their time and achieve their business and personal goals. John has tremendous experience at developing

management teams, managers and support staff. Prior to starting his own company, he spent 20 years in the hotel and cruise line industry. He was director of Total Guest Satisfaction and Pre and Post Guest Satisfaction at Royal Caribbean Cruises. This gave him great insights on how to provide quality service and inspire employees to do the same. Before joining Royal Caribbean Cruises, he was a director of Newbuilding Administration and oversaw the construction of nine ships with a total cost of \$4.6 billion.

John was also vice president of hotel services at Admiral Cruises, in Miami, FL, and general manager of LeParc Hotel Deluxe in West Hollywood, CA. John has an MBA from Barry University and a BS in Hospitality Management from Nova South Eastern University. He is also an Adjunct Professor at Nova Southeastern University.

Calling All Volunteers!

Section 1515 Volunteer Opportunity

Ever wanted to volunteer for your ASQ section but not sure how to get your foot in the door? ASQ Greater Palm Beach Section is seeking Web savvy applicants for its Web Administrator position. The position is a great way to show off your creativity and be on the quality front line of your local area.

You would be responsible for overseeing the development, planning, and implementation of the Section 1515 website, <http://www.asqualitypalmbeach.org>

This position works closely with the Section Newsletter Editor and the Section Leadership Team.

The successful candidate:

- § Should be an ASQ Member
- § Should have at least one year of experience in web design and development
- § Must possess basic knowledge of HTML and web based development tools such as Dreamweaver and /or Front Page
- § Familiarity with Netscape, Microsoft Internet Explorer, and Adobe Acrobat
- § Essential skills include the ability to communicate effectively in writing and orally, the ability to work independently, the ability to manage multiple projects on an ongoing basis

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 cathypeak@bellsouth.net

Position Requested

Available: Document Coordinator with B.S. in Accounting and experience in manufacturing industries. Maintained and updated personnel records, company files, state licenses and controlled documents; Distributed employees training copies; Monitored and maintained change control system; Controlled official copies distribution; Prepared correspondence and monthly reports; Issued logbooks; Maintained a database internal audits; Performed internal audits focusing on documentation issues; Tracked internal audit responses to ensure all observations were completed by the affected departments. Supported administrative staff by handling a range of clerical duties. Please contact Carolina Martinez (305) 878-3599 E-mail: carolinamq195@hotmail.com

ASQ Career Opportunities Website for ASQ Members <http://www.asq.org/career/index.html>

ASQ Career Center Career Path Website for ASQ Members <http://www.asq.org/career/careerpaths/index.html>

ASQ Career Development Tools Website for ASQ Members <http://careers.asq.org/careerdev/>

Suggested Book: Finding The Leader in You: A Practical Guide to Expanding your Leadership Skills, by Anton G. Camarota



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Advertisements should not be considered an endorsement by ASQ or Section 1510/1515

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“An error the breadth of a single hair can lead one a thousand miles astray.” Chinese Proverb, ASQwire Sept 22, 2004



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*****SECTION 1510 OCTOBER DINNER MEETING*****

Panel: John Layzell, Biography page 4
Topic: “Leading them through the Fire & Back” - Inspiring For Success
Date / Time: Tuesday, October 12, 6:00 PM **Registration Deadline:** Friday, October 8, 2004, 4PM
Cost: \$26.00
Location: Don Shula’s Hotel, 6842 Main Street, Miami Lakes, FL 33014-2051, phone 305-821-1150

Menu: Southeast Citrus Salad, Rolls, Butter, Iced Tea, Coffee, Pasta, Vegetables and Chicken Francaise. Apple Pie Desert

Register with Paul Fray at 954-732-1613, paulfray@iqc.bz 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, leave a phone number in case we need to call you back. If using Pay Pal, bring a copy of your transaction receipt.

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