



The Variant

www.asqsefla.org



Section 1510 and Section 1515

October 2005

Message from the Section 1510 Chair

by Bonnie Eifert

ASQ Hurricane Relief Efforts

This month I am reprinting parts of a memo from our ASQ Section Affairs Council Representative Clay Hodges and from a letter from ASQ President Jerry Mairani.

From Clay Hodges: *"As all of us know, New Orleans and Mississippi were hit by hurricane Katrina and daily, we see the devastation on the news. We have ASQ members in those areas and a number of ASQ members were affected. Presently, we have not established contact with them. Many of these members may have lost their homes and their employment as well. As an organization, we would like to be in a position to help these members so they can quickly return to a home and a place to work, even if the home and job are temporary. Eventually, some will return to New Orleans and Mississippi. Others may seek opportunities outside of their former homes. In either case, ASQ can be a valuable resource.*

(There are many ways as an ASQ member, that you can help.) *You can identify housing opportunities in your areas and provide this information to the ASQ clearinghouse. In addition, you can make sure members know to use of the ASQ Career center to connect job skills with job*

When you hear about relocated members in your area, please make the effort to make them feel welcome through actions such as taking them to Lunch or Dinner. You can still help the displaced members by holding a fundraising event so that your group can donate the proceeds to a relief

Again, you can play a role in helping these ASQ members - members of your organization by making a donation, making a call to someone about a job or a house and getting this information to the ASQ. You can help and I encourage you do so. If you are wondering what to do, imagine yourself in their condition, think about what you

would need, and take your next step to help fellow ASQ members."

President Jerry Mairani's message is available in full on the ASQ website, www.asq.org, and I strongly urge everyone to log on and see the resources ASQ has made available for Hurricane Katrina victims.

From Jerry's message: *"I am (we are) pleased to let you know that (these) mechanisms for members helping members are now in place through the ASQ Member Assistance Clearinghouse on the ASQ members-only Website. Its features include:*

A discussion board where members can post information about themselves or their colleagues who may have been affected.

A housing assistance function. ASQ members who have been displaced by the hurricane can use this service to locate housing. Members who have housing that they can make available to other members can post this information.

A job assistance function. If you or your organization can provide either temporary or permanent work for one or more of your ASQ colleagues, this is the place to let that offer be known. Individuals who have lost their employment as a result of the hurricane can review the listings of position openings and apply directly to the contact person at the organization with a job opening."

Jerry's message goes on to further explain the Member Assistance Clearinghouse and to encourage all of our members to help the approximately 1700 ASQ members in the affected area.

If you have a position available in your company or know of available housing and don't have time to place it on the ASQ site, send the information to any of our Board members and we will make sure the information is posted.

CORRECTION!

Section 1510 Monthly Meeting Email Reminders Option

EDITOR CORRECTION! EMAIL ADDRESS WAS INCORRECT LAST MONTH! PLEASE TRY AGAIN!

If you would like to receive an e-Mail reminder of Section 1510 Monthly Dinner Meetings, please send a valid e-Mail address in the body of your response to paulfray@iqc.bz . Please place in Subject Line: "ASQ Meeting Reminder"

Section 1510 ASQ Certification Refresher Classes

Updated with a New class: Six Sigma Black Belt

If you are interested in participating in an ASQ refresher class, please sign up on the web page at www.asqsefla.org. If you have a question regarding registration or class site, call Amarilis Acosta, Education Chair, at 305-380-3592 or email 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
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
CSSBB	Six Sigma Black Belt	3.0	\$350.00 includes textbooks & materials	Thursdays, February 1 start	5:30-8:30pm 10 sessions	Signature Grand	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	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 1515 Palm Beach County Announcements

Section 1515 Message from the Chair

Bernie Carmell

“When Disaster Strikes” What is the role of the quality professional during a time of business disaster? For the most part, unless your company has a disaster recovery (DR) plan in place for business continuity and recovery you are left in the dark. If your company has a disaster and business continuity plan in place, you become part of a team that follows procedures to ensure business continuity and success. You have alternative sites for IT, Production and a Communication process to contact all employees to ensure their safety.

I am using disaster recovery plan to include the IT function and the rest of the business processes required to deliver and satisfy customers during a time of disaster. Disaster could include fire, flood, hurricane, tornado terrorist issues, earthquake, electrical interruption, transportation and disruption, to list a few.

Many small to medium sized business do not have a formal plan in place due to the cost of planning and because customers are not requiring the company to do so. Those small to medium sized companies that supply national customers are required to have a plan in place to ensure product or service delivery during times of disaster.

With the recent events in the Gulf Coast the issue of planning for unforeseen events becomes foremost on the agenda of businesses in similar coastal areas. So, as a quality professional what is your role today? For those of you that do not have a Disaster Recovery Team or DR organizational position, this is an opportunity to add value to your organization. Start by becoming familiar with the research and vocabulary by going to Disaster Recovery Journal at www.drj.com. I find this site to be very informative with free subscription and lots of articles and white papers available for download. Next, identify with your IT department (Chief Information Officer usually heads this initiative), alternative

sites capable of providing unique capabilities matched with your company’s requirements and compliance for business continuity and/or recovery. Start collecting data supporting the case for a company DR plan. When you have the basic knowledge regarding DR, talk with the company President or Divisional Manager to request forming a team to take the next steps in the planning process. You will discuss conducting a DR survey, identifying the type of disasters your location and industry might be subject to, modeling events to speed recovery and dealing with human emotions during a time of disaster.

The role of the quality professional before a time of disaster is to take the leadership role for your company and fellow employees safety and continued business success. **MEETING INFORMATION:** Our October 20, 2005 meeting will be held at NCCI Holdings Headquarters in Boca Raton, FL from 6:00 –8:00 PM. We have a special presenter Dale Hedrick; President of Hedrick Brothers Construction Co., Inc. Dale will present a dynamic program addressing **Leadership at Work and School** with case study examples of success. Mr. Hedrick has taken his own leadership role by providing unique leadership training for his employees and within a local school system in Florida. Please visit our web site www.asqualitypalmbeach.org for additional information and registration.

WEB SITE UPDATE: We are constantly improving our web site as the primary means of communicating with you, our members. Recently, our web master has added Pay Pal for convenient online registration of meetings and other educational events. Give it a try.

ASQ CERTIFICATION EXAM INFORMATION: Thanks to Judy Gottesman for proctoring the June 4th exam site. The next exam date is October 22 at the South Florida Water Management District cafeteria located at 3301 Gun Club Road, West Palm Beach, FL., and will be proctored by Rick Henderson.

ASQ 1515 Programs Schedule

Date	Topic	Speaker
October 20	Leadership at Work and School	Dale Hedrick, President Hedrick Brothers Construction Company
November 17	Dinner Event Honoring ASQ 1515 sustaining members: <i>The Quality Journey – How We Do It.</i>	Executive Speakers from NCCI, DMCCC and Wings Electro Sales
January 2006	<i>Handling it All!</i> <i>The Efficient Manager</i>	Leo Tonkin, CEO Distinctions, Inc.
February	Coffee Break- Networking Event	Fred Stern, Quality Manager, Relli Company,
March	Applications of Lean Concepts	Vera Vanicek, Quality Manager FHP Manufacturing
April	<i>Excellence in Customer Service</i>	Gary Klein, President Operations, Wachovia Bank
May	Determining Wine Quality Event	TBD

ASQ 1515 Fall 2005 Refresher Courses in Palm Beach County:

ASQ1515, Palm Beach County, will offer the following refresher courses for the December certification exams. We are pleased to announce that these courses are being taught by James Carbone, CQA, CQA-Biomedical, CQE, CQManager, and ASQ Southeast Florida Section 1510 Certification/Recertification Chair. If you are interested in any of these classes please email Dan Ulmer (daniulmer@yahoo.com), Education Chair Section 1515, CQE, CQA, indicating your interest. Classes will require a minimum of 5 students to avoid cancellation. Please let us know your interest as soon as possible so that we can form the classes and order textbooks. Classes are expected to start in mid-September.

Additional instructors are available to teach refresher courses for CQA and CQMa based on demand. Please let Dan know what other courses are of interest.

Class	Name	CEU's	Fee	When	Time	Place	Instructor
CQIA	Certified Quality Improvement Associate	2.4	\$275 Includes textbook and materials	TBD, Sept – December 8 sessions	TBD	Boca Raton or WPB location	James Carbone, CQA, CQA Biomedical, CQE, CQManager
CQE	Certified Quality Engineer	3.0	\$350 Includes textbook and materials	TBD, Sept- December 10 sessions	TBD	Boca Raton or WPB location	James Carbone, CQA, CQA Biomedical, CQE, CQManager

ASQ SECTION 1515 PALM BEACH COUNTY – October 20, 2005 Program

Leadership at Work and School

Dale R. Hedrick, President of Hedrick Brothers Construction Co, Inc. will be presenting a Leadership program at ASQ 1515 October meeting. Following the footsteps of his father, grandfather and great grandfather, Dale Hedrick has been active in Palm Beach County as a General Contractor since 1979. Having been born and raised in West Palm Beach and graduating from Forest Hill High School in 1974, Dale sought after his passion for carrying on family traditions and graduated from University of Florida in 1980 with his Bachelor's of Science Degree in Building and Construction. His formal education and his years of hands-on experience growing up in the construction business learning the trades, Dale has been instrumental in building and maintaining the Hedrick reputation for conducting business with integrity, respect, fairness and honesty.

Dale has been called upon to lecture for a number of organizations concerning construction and economic impacts that affect the construction industry. Dale's dedication to continued professional development has also been demonstrated by serving as President of the Associated General Contractor's Southeast Chapter from 1999 to 2001. Dale stays very active serving as an AGC Board Member and currently serves as State Council President of the AGC and as President of the Affirmative Political Action Committee.

Dale will present a dynamic program that will address **Leadership at Work and School**. Dale an established leader in his industry will teach us how to apply some basic principles to develop our own leadership potential. Among the topics to be explored are the following:

- Leaders Must Have Vision (Begin with the end in mind)
- Communicate Your Vision (Talk about it)
 - Leaders Have People Skills (Tell me about you...)
 - Leaders Have Character
 - Competency
 - Great Leaders Have Boldness

Cost is \$15 for ASQ members and \$20 for non-members. Free to new members attending their first meeting. The meeting will be held at the NCCI Holdings Headquarters in Boca Raton, 6:00-8:00PM. Sandwiches will be served.

Please register at the ASQ 1515 WEBSITE www.asqualitypalmbeach.org , Try Pay Pal for online registration, EMAIL: mrebc@aol.com , or call Margaret at 561-357-4800x204.

COTECNA
Quality Resources, Inc.

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

ISO 9000 CERTIFICATIONS
AND TRAINING

Including Lead Auditor Classes ¡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

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

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

Are you certifying your Quality Management System to ISO 9001:2000?
We can help! Cotecna Quality Resources is a South Florida ANAB accredited QMS Registrar.
South Florida companies get "Preferred Customer Status" and benefits.
Advertisements should not be considered an endorsement by ASQ or Section 1510/1515

Employment / Training Opportunities

Go to the www.asqsefla.org website to check out new jobs that are listed when we receive them. The Careers page is constantly updated.

Coordinator, Process Improvement Full time days. Bachelor's degree and 3 years exp. Facilitates quality improvement activities. Provide support for efforts to measure, assess and improve patient care and organization processes. North Broward Medical Center is a comprehensive, 409 bed healthcare facility conveniently located at I-95 and Sample Road in Broward County. More than 650 physicians and 1500 employees contribute to the high quality of patient care provided at the tax-assisted medical center. The hospital is an Adult Level II Trauma Center and our Emergency Department is open around the clock to serve residents of Broward and Southern Palm Beach County. Judith G. Othrow Human Resources Specialist/Professional Recruiter North Broward Medical Center 954-786-6908

Certified 6 Sigma Black Belt seeks consultancy engagements or a F/T leadership role to manage day-to-day operations or operational support, e.g. Quality Systems, Program Mgmt, etc.

I want to leverage my expertise and 6 Sigma Black Belt as a 'change-agent' for operational productivity improvements, business systems/process reengineering, etc. to reduce operational overhead, improve efficiencies and maximize ROI.

Please contact Ed Klaczak @ ed0810@yahoo.com or 772-834-4084 for additional information.



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.

For further details: www.qmi.com 1-800-463-6727

Section 1510 Dinner Meeting Agenda

Dennis “Audit Guy” Arter

October 04, 2005 Speaker at Section 1510 October Dinner Meeting

“Quality Audits for Improved Performance” “How to Audit the Process-Based QMS”

Dennis R. Arter has been an independent consultant since 1984. His primary service is instruction in the field of quality auditing. Dennis has served a wide variety of clients, including government, manufacturing, energy, chemicals, aerospace, food, software, agriculture, finance, medical devices, pharmaceuticals, and health care. He is a Fellow of the American Society for Quality (ASQ) and active in the Customer-Supplier Division. He served on the ASQ Board of Directors in 2001-2003.

In 1988, Mr. Arter was selected to present his auditing instruction nationwide on behalf of the ASQ. Over 8,000 people have learned auditing principles and practices from him. Arter's book, *Quality Audits for Improved Performance*, was first published by ASQ's Quality Press in 1989, revised in 1994, and revised again in 2002. The book has sold over 40,000 copies and is published in Spanish as well as English.

**Bring your book and have it autographed! <http://auditguy.net/>
Tuesday, October 4th, 2005**

American Society for Quality
Southeast Florida Section 1510

PO Box 835062
Miami, FL 33283-5062

\$5 COUPON

Bring a non-member/prospective member to the Section 1510 Monthly Dinner Meeting

Meeting Date: _____

Guest Name: _____

Address: _____

Phone: _____ Email: _____



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.

What You'll 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

November 13 - 15, 2005 / Pre-conference Workshops: November 12, 2005
InterContinental Hotel Miami
Miami, Florida

For more information go online to <http://www.asq.org/conferences/quality-education-conference/>

Certification / Conference Opportunities

Section 1510 Six Sigma Green Belt Certification Program

ASQ Section 1510 is pleased to announce a new Six Sigma Green Belt Certification program. It will begin in February of 2006 and it will consist of eight sessions to be held on Saturdays (8 AM to 5 PM). It will be competitively priced so that both individuals as well as company sponsored employees can benefit from the program. The program will be conducted by ASQ certified Six Sigma Black Belt practitioners. Details such as the place of training,

In case you are interested please contact our section education chair Amarilis Acosta (Phone: 305-388-3592 e mail: amarilis.acosta@coulter.com). This will help us in communicating the program details to you as soon as they are finalized.

Outlook on Quality Systems Conference

(NOW reduced entrance fee!)

Make the Most of Your Management System! Presented by Paton Press Professional Development.
Get the Latest Information on ISO 9001:2000, ISO/TS 16949, ISO 14001, Tools & Techniques.

Building on three successful years, 2005's Outlook on Quality Systems conference promises to be the biggest and best yet. As always, the popular event will showcase presentations by industry experts and insiders well-known for their expertise and experience with quality systems.

When: Oct. 3-4, 2006/Post-Conference Workshops: Oct-5-6

Where: Eden Roc Resort & Spa, Miami Beach, 4525 Collins Ave., Miami Beach, FL 33140

Cost: \$497.50. The price has be reduced!

Register: online at www.oqs-2005.com or by phone at (530) 342-5480.

For more information, visit www.oqs-2005.com.

25th Annual Southeastern Quality Conference

October 31, 2005

Sponsored by Atlanta ASQ Section 1502

as well as, the Institute of Industrial Engineers and Georgia Tech Economic Development Institute.
Thirty speakers in multiple tracks will present quality subjects across a variety of industry sectors.

The price is only \$275 (if registered before September 6, 2005) and includes lunch both days.

See the conference brochure in PDF format at

Web site: <http://www.asqatlanta.org>

Event Location Cobb Galleria Centre Atlanta, GA, United States Of America

Contact Information Name: Larry Aft Phone: 404-786-1541 Fax: 772-673-8557 E-mail: laft@bellsouth.net

JUST FOR FUN...

New definitions you will be hearing about:

ROHS: a directive of the European Community not to use heavy metals in electrical or electronic equipment.

WEEE: a directive of the European Community for reuse, recycling and recovery of electrical and electronic equipment.

The Variant
ASQ Section 1510
PO Box 835062
Miami, FL 33283-5062

PRSR STD
U.S. POSTAGE
PAID
MIAMI FL
PERMIT NO. 715



The Variant

www.asqsefla.org



Section 1510 and Section 1515

October 2005

Section 1510 October Dinner Meeting Tuesday, October 04, 2005

Speaker: Dennis Arter, "The Audit Guy", and Author
Bring your books to be autographed!

Cost: \$26.00

Registration Deadline: Sunday, October 02, 2005, 12:00 Noon

Meeting Date/ Time: Tuesday, October 04, 2005 at 6:00 PM

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

Menu: Shula's House Salad, Smashed Potatoes, including choice of
Prime Rib, Grilled Salmon, or Pasta Primavera, Dessert: Carrot Cake

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