



The Variant

www.asqsefla.org



Section 1510 / 1515

September 2004

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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

Message from the Section 1510 Chair by Bonnie Eifert

Welcome Back-

It's back to school time and for our local section, it's time to welcome new members to our Board and thank those that have served for the past year. As incoming Chair, it is my pleasure to say a special thank you to Dennise Suarez, our outgoing Chair for her dedication, leadership and hard work over the past two years. Dennise continues to lead the Koality Kid program for Section 1510. We welcome two new committee Chairs, Cathy Peak, Variant Editor and Oscar Palomino, Conference Chair and thank our returning Officers and Chairs, for their continuing service.

Fred Gilliam, Program Chair is hard at work arranging for this year's dinner meeting speakers. Our first dinner meeting is Sept. 14th and we are very pleased to share the spotlight with the Greater Ft. Lauderdale Lodging and Hospitality Association. The GFLHA is dedicated to contributing to the success and growth of the Broward County hospitality industry and community by providing value, leadership and a unified voice for their membership, as well as hundreds of organizations conducting business with the hospitality and tourism industries.

Our speaker for this joint meeting is

John Layzell, president of Synergis Business Solutions. John spent over 20 years in the hotel and cruise line industry and has tremendous experience at developing management teams, managers and support staff. Please join us for our first meeting. Details of the meeting are on page 4 or at our website, www.asqfla.org.

Each year ASQ sends a survey to a random selection of members via email. The survey strives to measure among other things, a member's satisfaction with their Section. The results of this survey are used to help the Section make improvements in their overall operation. This is an excellent feedback mechanism for your Board and we strongly urge you to complete the survey should you receive one. In addition to the National survey, the section will also be conducting a phone survey of randomly selected members. Please give the Board member who calls a few minutes of your time. This is our way of better understanding the needs of our membership.

Finally, Section 1510 has refresher courses starting in Aug, Sept and Oct. If you're planning to sit for certification exams, now is the time to sign up for these excellent courses.

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

EMPLOYMENT OPPORTUNITIES

Position: Quality Assurance Assistant

REQUIREMENTS:

Writing and issuing corrective actions, ISO Document Control experience, Previous ISO Internal Audits, Scrap Coordinator organization of scrap area, Inspection Skills, Organize Monthly Quality Meeting, Collect and Chart data, Certified ASQ: CQT, CQA, CQE preferred

Company: Mediscope Manufacturing, Inc.

Contact information: Please Fax or e-mail resume to pconover@mediscope-mfg.com or Fax 954-975-0775 Attn: Paul Conover

Quality Control Manager for Non Woven Textile plant. Knowledge of UL, ISO 9000:2000, quality procedures and instructions. Able to audit quality systems, product inspection and corrective action. Salary based on experience. Fax resume to 954-975-2938 or E mail to superior@superiorshade.com

POSITION: QUALITY ASSURANCE MANAGER

Requirements:

B.S. degree in Chemical Engineering, Pharmaceutical Sciences, Chemistry, or a closely related field.

5 years in Quality Assurance management as a QC Microbiologist, Quality Engineer/Supervisor/Specialist.

Must have aseptic processing of pharmaceutical products, processing parenteral drugs preferred.

Position Responsibilities:

Develop quality plans for aseptic processing of pharmaceutical products. Prevent or eliminate defects in new or existing products. Review batch record documents. Investigate product failures. Develop and implement corrective actions. Manage quality systems. Monitor customer complaints. Participate in inspections. Implement & retain record retention program.

Contact:

Alyxandra (Sam) Mott, Mankuta | Gallagher, 954-720-9645 x 1004, 800-RxPharm (800-797-4276), 954-720-5813 fax, smott@mankutagallagher.com, <http://www.mankutagallagher.com>

Section 1510 September 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.

ASQ's 4th Annual Six Sigma Forum Roundtable

**September 16-17, 2004
Hyatt Regency Pier Sixty-Six
Fort Lauderdale, FL**

ASQ's Six Sigma Forum cordially invites you to attend this exclusive, two-day briefing and networking event designed by and for the top practitioners in the Six Sigma community. The Roundtable provides outstanding networking and learning opportunities. It's unique in that registration is limited to 150 dedicated Six Sigma professionals. This allows you greater face-to-face discussion time with other attendees and presenters, more in-depth learning, and more opportunity to make valuable contacts.

This year's Roundtable brings you:

- In depth presentations from Six Sigma professionals in **top-level organizations in a variety of industries**, on a variety of applications.
 - Networking sessions, keynotes, a panel discussion, and a gala reception with our sponsors, all designed to help **you get the information and contacts you need** to help you with your organization's Six Sigma initiatives.
 - The **ASQ Six Sigma Black Belt Certification exam onsite** Wednesday, September 15, 2:00 pm-6:00pm. Your downloadable application is available online. Arrive early, sit for the exam, enjoy the extra time to prepare and meet other Roundtable attendees arriving Wednesday evening.
 - 1.5 ASQ RUs when you attend both days of the Roundtable.
- Bookmark this site and check back for session descriptions and special panels as this Roundtable develops. Register early to reserve your place at this popular event!

Questions? Contact ASQ program developer Mark Olson at molson@asq.org. or 414-272-8575, ext. 7249. We look forward to meeting with you in Fort Lauderdale.

Message from the 1515 Chair, by Joni Judd

Process vs. Results

Where do you spend most of your time, working processes or anticipating results? In everything we do it is natural to want positive results. Football season is starting and the fans are expecting their team to win the games. My daughter is starting college this year and the university is expecting her to achieve above a 3.0 GPA to keep her scholarship. Results are measurable and IsixSigma.com defines it this way: "Measurable Results are indicators which are tied directly to customer expectations. There is usually little direct control over measurable results"

AH! This tells me that getting the result for our customers is not all about the numbers. Could it be more about the people and the process? IsixSigma.com provides a definition for Process Measures as "indicators, which directly measure the performance of key processes that affect customer expectations. Specific actions can be taken to improve the performance of these indicators, which in turn should improve the performance of the measurable result".

Just because the Dolphins won their first pre-season game, does this mean they are going to win the Championship or do they need to work on their key process? Especially now that the team is down a critical player, the coaches may want to focus on creative techniques that will improve their critical offensive key processes, passing and running.

As far as my daughter's performance in sustaining a 3.0 GPA or better, Mom and Dad are coaching her to consider creative techniques in balancing her key processes, studying and socializing.

Stay tuned to see how well the Dolphins and my daughter manage their key processes, when the results will be revealed in January.

Section 1515 September Meeting

Topic: Lean or Six Sigma? Six Sigma and Lean?

We are seeking a professional from the 4th Six Sigma Forum Roundtable in Ft. Lauderdale to join our meeting to help us understand more about: Which approach is better? Do you need both? What are the differences and benefits? Check Upcoming Events on our website for updates.

Central Meeting at Hampton Inn, West Palm Beach

Date: Thursday, September 16, 2004

Time: 6:00 – 8:00 pm

Location: Hampton Inn, Okeechobee Blvd, ¼ mile west of Turnpike, north side behind Longhorn Steak House and Duffy's.

Cost: \$20.00, pay at the door.

Menu: Buffet. Details presently being worked on.

Register: Please register online at www.ASQualitypalmbeach.org or end email to Jim Levine at capeboca@earthlink.net

Manufacturing Day in South Florida

The Governor has declared the week of September 20 Industry Appreciation Week. As part of this weeklong effort to draw attention to the important contributions of business, the SFMA is hosting Manufacturing Day in South Florida. Manufacturing Day will be the largest gathering of manufacturing leaders and companies of the year. Its purpose is to bring manufacturers together, showcase our strengths, encourage business activity, solicit key legislative support, and demonstrate that manufacturing in South Florida is a vital and important cog in our economic chain. There are three key events that comprise Manufacturing Day in South Florida: 1) Meeting with state Legislators; 2) Business display/expo; and 3) Annual Meeting dinner. Please visit www.sfma.org for more information. Event attendance is 0.75 CEU. Contact Eleanor Chilson for further information at Eleanor.Chilson@amgreetings.com

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

QC Manager , Reports to President

Job Description

Precision Metal Fabrication and Machining ISO Certified Job Shop seeks a QC Manager with strong technical and organizational skills. Working knowledge of metal fabrication and/or machining is required. Also, candidate must have experience with production scheduling software. This is a high energy, fast paced environment!!! We offer a competitive salary and benefits.

Job Summary

The QC Manager authors and directs all functions related to quality for this ISO Certified 2004 shop. We are a custom shop and our many customers have specific specifications and requirements. We do about 20% mil spec work. Primary industries include telecommunication, aerospace, medical instrumentation, computer and commercial as well. Please visit our website at www.anrometals.com for an overview of the company.

Qualifications

1. QC Management experience in sheet metal fabrication, machining or related industry, of 5yrs or more.
 2. ISO experience is a must.
 3. Strong technical skill- must be able to read blueprints and interpret specifications.
 4. Willing and able to confront situations with Management team and direct reports. Ability to resolve problems quickly and professionally.
 5. Sense of urgency a must!
 6. 6. Strong communication skills. Ability to write QC manuals, policy and procedures, form reports by using word processing, spreadsheet, and MRP software.
 7. Physical requirements- high energy is a must! The QC Manager is on the plant floor 60% of the day and the days are long in the job shop world!
 8. Able to evaluate and prioritize multiple projects to ensure all deadlines are being achieved; comfortable managing multiple tasks and projects simultaneously.
 9. Attention to every detail is critical. Quality is the cornerstone of this shop and the QC manager must set the tone.
 10. Dependability- Keeps commitments! Follows instructions, responds to management direction and takes responsibility for own action.
 11. Willing to work extended hours to keep company commitments.
 12. Passionate about quality and is able to instill the same passion for quality in others. Lead and motivate the QC team.
- Qualified applicants please fax resume to 954-979-7881



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Fax: (305) 820-1015
Mail: cqr@cotecnausa.com
www.cqrservices.com
www.cotecna.com

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)

NEXT ISO 9001:2000 INTERNAL AUDITING COURSE ON AUGUST 25th & SEPTEMBER 1st, 2004. INVESTMENT \$300.00

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.

ASQ Ads Make Their Debut in August

ASQ’s advertising campaign hit the streets in August. The campaign, Make Good Great™, is designed to raise awareness of the value of quality and the quality profession among senior leadership in major corporations and organizations around the world. The campaign is primarily print based, with ads appearing in major business and industry-leading trade publications. Radio and media relations bring an integrated approach to the initiative.

Each ad features the new ASQ tagline “Make Good Great™” and a call to membership action—“Join the Movement”—and will list a new Web site with special content and a unique toll-free number with specially trained customer service agents. The site, which will “go live” in early August, is www.makegoodgreat.org.

You can do your part to get the word out about quality and ASQ. Encourage others to visit the site. Clip and send the print advertising, or make fine copies, and mail them with a personal letter from you to business and community leaders, to colleagues and friends, prompting them to experience life in the quality community, the quality movement. Use the materials to help ASQ reach farther than ever before around the world. Contact ASQ headquarters for more ideas to leverage these big-impact ads! Be on the lookout for ads in the following publications: *Wall Street Journal*, *Fast Company*, *Chief Executive*, *IndustryWeek*, *Hospital and Health Networks*, *School Administrator*. On the radio, ASQ is an underwriter of National Public Radio’s daily “Marketplace” business reports. For questions or comments regarding ASQ’s Image Enhancement initiative, contact Lisa Martinetti Myer, ASQ senior manager, Communications.

Section 1510 Officers & Committee Chairs 2004 - 2005

Name	Title	Phone	email Address
Bonnie Eifert	Chair	305-628-7806	eifertb@bellsouth.net
Dennise Suarez	Past Chair & Koality Kid Chair	305-716-0865	Dennise.Suarez@occ.treas.gov
Eleanor Chilson	Vice-Chair & Placement Chair	954-986-3284	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 & Welcome 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	Bob.pintavalle@Andrx.com
Paul Fray	Arrangement Chair	954-732-1613	paulfray@isoqualityconsulting.com
Oscar Palomino	Conference Programs	305-685-8231 x217	opalomino@lyn-rand.com
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

American Society for Quality
Southeast Florida Section 1510

\$5 COUPON

PO Box 835062
Miami, FL 33283-5062

Bring a Prospective Member to the Monthly Dinner Meeting

Meeting Date: _____

ASQ Guest Name: _____

Address: _____

Phone: _____ Email: _____

ASQ Member Name: _____

The Variant
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“Quality needs to be constantly improved, but it is just as necessary to make sure that quality never deteriorates.”
— Shigeru Mizuno



The Variant

www.asqsefla.org



Section 1510 / 1515

September 2004

*******SECTION 1515 SEPTEMBER DINNER MEETING*******

Panel: John Layzell, Biography page 4
Topic: “Leading them through the Fire & Back” - Inspiring For Success
Date / Time: Tuesday, September 14, 6:00 PM **Registration Deadline:** Friday, September 10, 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