



The Variant

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Section 1510 with Section 1515

Oct 2006

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Message from the Section 1510 Chair by Andy Vouloukos

Dinner Meetings

Our September Dinner Meeting showcased the promotional and marketing strategy for *i-bella*, a professional line of hair care and home products. We were fortunate to have Valerie Zucker, president of Zucker Public Relations, and Marci Miguel, Marketing Manager of *i-bella*, to present and answer questions. We are impacted every day by product promotions and advertising. As a result, there were lots of interesting questions that Valerie, relating to her diverse and significant customer base, expertly fielded. I know I enjoyed the evening.

Won't you please join us on October 10th for our next dinner meeting? Our speaker will be Sherri Hungate, Vice President of Goodwill Industries of South Florida, Inc. Some of you, who have visited their store or manufacturing plant in Miami, are aware of the many ways Goodwill is working in the community. Well, all that said, Sherri will be speaking on an entirely different topic, Domestic and International Feeding Programs: Quality at its Best. Many of us who weathered hurricanes Wilma last year or Andrew in 1992 can relate to the disaster food relief programs. Now we can learn more. Hope to see you there!

Section Benchmarking

Our Section is currently soliciting information from other similarly-sized ASQ Sections across the country in an effort to bring greater value to our membership. Areas we are looking at include: dinner meeting topics and available speakers; length, cost, and topical presentation methods for refresher courses (including pass rates); and activities of interest that we presently do not offer in our section (mentorship programs, picnics, social events, etc.) More will be reported in the second quarter of 2007.

Performance Excellence Showcase

This will be the third year that ASQ will sponsor the Performance Excellence Showcase for our area. Bonnie Eifert is organizing this year's event, and has already had two productive meetings with her very talented and experienced committee.

Keep the date, February 15, 2007, open. The Showcase will be our big event of the year, with fun for all. Activities will include storyboard presentations, workshops, lunch, and team presentations. The team presentations will be judged, and the winning team will compete at the regional level with the chance to advance to the state competition. If you are unfamiliar with this event, I encourage you to visit the showcase website at: www.Excellenceshowcase.org, and look at the opening page. The site will soon be updated for the 2007 event.

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Section 1510 Website

www.asqsefla.org

Section 1515 Website

www.ASQualitypalmbeach.org

See All Section Activities
Certification Refresher Classes
Section Dinner Meetings
and On-Line Registrations

Section 1510 Monthly Meeting Email Reminders Option!

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 Section 1510 Arrangements Chair Paul Fray, paulfray@iqc.bz. Please place in Subject Line: "ASQ Meeting Reminder"

Section 1510 ASQ Certification Refresher Classes

To participate 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 Mayra Bisnow, Education Chair, at 954-478-0384 or email mayrab01@bellsouth.net. 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	Class Name	CEU's	Fee Includes materials, handouts and text where applicable	When	Time Classes are 5:30 to 8:30 unless otherwise listed	Instructor
IA	Internal Auditing for Quality Systems	1.0	\$175	February, October	One day Seminar	Kannan Krishnan CQE, CQA, CQMa, CQIA, CSSBB
CQT	Certified Quality Technician	2.7	\$300	January, August	9 sessions	Eleanor Chilson CQE, CQMa, CQA, CQIA or Andy Vouloukos CQE, CRE
CMQ/OE	Manager of Quality / Organizational Excellence	2.7	\$350	January August	9 sessions	Kannan Krishnan
CQE	Certified Quality Engineer	3.0	\$350	March September	10 sessions	Andy Vouloukos
CSQE	Certified Software Engineer	2.4	\$275	April September	8 sessions	Mercedes Massana CSQE, CQA
CQA	Certified Quality Auditor	2.7	\$275	April September	8 sessions	Eleanor Chilson
CQIA	Certified Quality Improvement Associate	2.4	\$275	April September	8 sessions	Kannan Krishnan
CMI	Certified Mechanical Inspector	2.4	\$275	January August	8 sessions	Eleanor Chilson
CRE	Certified Reliability Engineer	3.0	\$350	January August	10 sessions	Andy Vouloukos
BPR	Blueprinting Reading	2.4	\$275	TBD	8 sessions	Eleanor Chilson
CCT	Certified Calibration Technician	2.4	\$275	April September	8 sessions	Fred King - CCT
CSSBB	Six Sigma Black Belt	3.0	\$350	January August	10 sessions	Kannan Krishnan & Purav Panathula CQE, CSSBB
EEKK	Education Excellence: Koalaty Kid Program	1.0	\$175	TBD	One Day Seminar	Dennise Suarez, Amarilis Acosta, Donna Inglis
DOE	Design of Experiments	3.0	\$300	TBD	TBD	Robert Pintavalle CQMa, CQE, CQA
CSSGB	Six Sigma Green Belt	2.7	\$350	April September	9 sessions	Kannan Krishnan & Purav Panathula
CBA	Certified Biomedical Auditor	2.7	\$275	January August	8 sessions	Jim Carbone, CBA, CQA, CQE, CQMa

For Certification Exams dates and locations, please visit the ASQ Certification website at www.asq.org

Section 1515 Palm Beach County

Message from the Chair

By Charlotte Williamson

What's In It For Me (WIIFM)?

ASQ membership in and of itself delivers value for the money – Quality Progress articles on best industry practices and access to the Website resources. But there is greater value to be gained through participation in local Section activities.

If you are not taking advantage of Section activities, you're missing some excellent opportunities. Membership meetings provide:

- Discovery of new career opportunities with local organizations
- New perspectives gained through knowledge-sharing with others in your profession
- Networking contacts
- Enhanced skills gained from experienced speakers / presentations
- CEU for certifications
- Expanded outreach potential for products/services

Over the past two years Section 1515 membership meetings offered a variety of presentations by outstanding leaders in their fields, including:

- The Efficient Manager – a 21st century approach -- Leo Tonkin, President and CEO, Distinctions, Inc.
- Theory of Constraints – Dr. Janice Cerveny, Goldratt Institute “Jonah”
- Lean Beyond the Shop Floor – Phil Centonze, Florida MEP, Sterling Master Examiner
- The Balanced Scorecard – Richard Boucher, President, Boucher Associates
- Leadership – Dale Hedrick, President Hedrick Brothers Construction
- Visionary Strategic Planning workshop – Charlotte Williamson, Six Sigma Black Belt Site Leader, Raytheon Corp.
- Root Cause Analysis – Robert Latino, noted author and consultant
- The Quality Journey – success stories from the leaders of sustaining member organizations: Debt Management Credit Counseling and NCCI

Were you there? If so, you know each of these presentations was an outstanding event. Together they enriched the professional experience of the members and guests who attended. Attending membership meetings is a small investment with a large payoff.

Members who take the next step and become actively involved on Section committees receive even greater rewards. Whether your goals are career advancement, increased technical capability, broader networking contacts or undefined, active participation pays dividends that far exceed the investment.

Not convinced? I understand. I was right there, too, a few years ago. There is precious little time after a long, grueling day at work to grab a bite to eat, walk the dog, and fall asleep while listening to the evening news. Then there are the kids, and boarding up for the next big wind -- or un-boarding from the last one. When would you have time?

A few years ago I decided to “sit in” on a committee formed to analyze the Section's needs. I was interested because the committee was to operate as a Six Sigma project team. My company had just launched a new Six Sigma program, so I wanted to learn more about it. I attend the planning meeting and before I knew it I had accepted my first volunteer assignment – Parking Lot attendant. No, I don't mean I parked cars. I mean the management tool. (If you'd like to learn more about this, or the results of the 2003 Assessment, send me an email.)

As my committee participation grew in Section 1515, so too did my career. When I first volunteered ASQ 1515 Parking Lot attendant, I was a Quality Analyst. I then served as Section Treasurer, then Vice Chair, and now Chair. I am also now the Quality Manager for Computer Sciences Corporation's AUTECH program. Certainly, these paths are not cause and effect, but they are related. Involvement in your professional organization builds your credibility and credentials.

Invest in yourself. Become a part of the 1515 Section Leadership Council. Come to the next Membership Meeting and let's discuss the possibilities.

Section 1515 Palm Beach County Events:

ASQ SECTION 1515 OCTOBER MEMBERSHIP MEETING

TOPIC: QUALITY CAFÉ – A SMORGASBORD of Quality Opportunities

TIME: Tuesday, October 10, 2006 6:30 pm

DINNER: Choice of Chicken Piccata or Dolphin Primavera

PLACE: Holiday Inn, 1601 N. Congress Ave, Boynton Beach

- I-95 Northbound: exit Boynton Beach Blvd. headed West
 - o Turn right on Congress, Holiday Inn is on left past Boynton Beach Mall
- I-95 Southbound: exit Gateway, headed West
 - o Turn left on Congress, Holiday Inn is on right, at south end of shopping center

ASQ SECTION 1515 NOVEMBER MEMBERSHIP MEETING

TOPIC: ISO ROUNDTABLE – ISO effect from the Shop Floor to the Board Room

TIME: Monday, November 13, 2006 6:30 pm

DINNER: Buffet from Tomasso's Italian

PLACE: NCCI – 901 Peninsula Corporate Circle, Boca Raton

- Take I-95 to Congress Avenue exit 50. When you exit, stay in the lane for North Congress. You will make a right-hand turn, heading west. At the light, go straight, crossing Congress Avenue. Turn right before the lake and follow the road around the lake to NCCI headquarters.

RESERVATIONS: www.asqualitypalmbeach or (561) 832-8566 x7231

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

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Training Opportunities

Six Sigma Green Belt Training

Sponsored by ASQ Section 1510

Program details:

Designed for Six Sigma enthusiasts who will perform or facilitate process improvement activities

Suitable for all areas and all levels within an organization

Nine Saturday sessions from 8:30 AM to 5 PM starting TBD

Location: TBD

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 under 'Incumbent Worker Training'.

Certification Program includes:

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.

Six Sigma Handbook by Thomas Pyzdek and Six Sigma Memory Jogger presented as reference material

Instructors are Six Sigma Black Belt practitioners certified by ASQ:

Kannan Krishnan CSSBB, CQMa, CQE, CQA, CQIA

Purav Panathula CSSBB, CQE

Program Benefits:

Competitively priced to accommodate individuals and company sponsored employees

About 30% lower in price than other locally offered Green Belt Certification programs

Credibility of the certifying body (ASQ Section 1510)

Weekend program

Included in this program (not in most other Green Belt Certification Programs): Use of Minitab Software, Design Of Experiments, DOE

Coverage of the 'Certified Quality Improvement Associate' (CQIA) Body of Knowledge

CEU Points for ASQ re-certification: 6.0

Prerequisites:

Lap top preferred but **not** mandatory

Basic math skills

Requirements for Certification:

Attend a minimum of 6 sessions

Present a completed project

For registration and additional information please contact section Education Chair Mayra Bisnow, Education Chair, at 954-478-0384 or email mayrab01@bellsouth.net. You may also register through our section website www.asqsefla.org

Section 1510 Mission

To foster a dynamic environment that will:

- *Enable section members to network with peers*
- *Provide seminars and courses on the latest quality related tools and topics to facilitate their implementation in the manufacturing and service industries*
- *Lead section members into developing their potential through ASQ certification*

Here is a professional development opportunity from our sister chapter in Pensacola that you may want to take advantage of:

American Society for Quality Pensacola

Presents

Lean Manufacturing
Value Stream Mapping &
Problem Solving Techniques
9 AM – 3 PM, Thursday, October 26th, 2006
Bay Beach Inn, Gulf Breeze, Florida
Investment

\$75 ASQ nonmember

\$65 ASQ member

The workshop will consist of lecture and hands-on simulation to introduce Value Stream Mapping and Problem Solving Techniques. Value Stream Mapping is the foundation of the Lean Manufacturing transformation effort. Learn how to create a map of your plant's entire value stream in its current state and its information flow, how to identify non-value-added activities and then map the future state. The future state becomes the vision of how the operation will perform when the identified improvements have been made.

Benefits of Value Steam Mapping:

"See the flow" of your value stream and identify the waste in the flow.

View all products from a system perspective.

Analyze the material and information critical to each state gate of your value stream.

Create a blueprint for Lean transformation – the Future State map.

Develop an action-item list, prioritizing activities needed to achieve the Future State.

Effective problem solving methodology is absolutely essential to successful lean implementation. Defining the problem, learning to ask, "Why this problem?" and "What's missing?" as well as problem-solving tools, metrics will be presented during the second session of the workshop. These are proven methods you will be able to return take with you to the workplace and immediately begin applying.

Instructor

Hank Czarnecki has worked for the past five years facilitating kaizen events. He has five years of experience as a process engineer in the automotive industry. He received his lean training from the Japanese master Imai and has trained hundreds of engineers, managers and floor associates in Lean manufacturing. He has conducted over 40 Kaizen events for manufacturers throughout the country. Hank has B.S. in Industrial Engineering from the University of Pittsburgh, an M.S. in Industrial Engineering from Auburn University and is pursuing a Ph.D. in Industrial Engineering at UAH. He has completed the requirements for ISO 9000 auditor certification. He is a certified NIST Lean Manufacturing Trainer. Hank is a member of IIE, ASQ and APICS, and NIST has recognized him as one of its most outstanding lean practitioners. He received the 2000 Modernization Forum Practitioner of Year Award.

Send registration fee to:

Ms. Peggy Milz
L-3 Communications Crestview Aerospace
5486 Fairchild Road
Crestview, Fl 32539

Make check payable to: ASQ 1507

Employment Opportunities

Employment Opportunities

Please visit Section 1510 Website for the listing of offerings unable to fit in this month newsletter space at www.asqsefla.org

and see all employment opportunities. There are many to review.

Also, visit ASQ National Website at <http://www.asq.org/career/index.html>

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 Placement Chair, Eleanor Chilson, (954)428-7373 x245, or echilson@pylonhq.com

1510 Dinner Speaker Info

Sherri Scyphers Hungate's topic is domestic and international feeding programs: quality at it's best. She will be speaking about how the U.S. Federal Government feeds our soldiers, children, indigent pregnant women and disaster victims in this country and overseas. Attend our next dinner meeting and learn how your tax money is spent on feeding programs and how much safer the food in these programs are compared to the food on your dinner table.

Sherri is the Vice President of Goodwill Industries of South Florida, Inc. ("GISFL"). With a budget of \$72 million, every day GISFL employs over 2000 people (1400 with severe disabilities) and annually places more than 2000 adults in jobs or schools or other positive outcomes within the South Florida community. Sherri's areas of responsibilities entail legislative affairs, business development, strategic planning, sales and contracting. During her 2 years at GISFL, she has increased new business by over \$63 million (multiple year contracts) while retaining the existing customer base. These efforts resulted in 200 new full time jobs for persons with severe disabilities.

Additionally, she is strategically planning her organization for one hundred per growth by 2010. This includes expansion of infrastructure (60,000 square foot addition is 85% complete), staffing and a diversified customer base.

Prior to employment at GISFL, Sherri worked at the National Industries for the Severely Handicapped ("NISH, Inc.") as the National Javits-Wagner-O'Day Food Act Program Manager and Senior Manager of the Southeast Region Apparel Operations. In this dual position, she oversaw in excess of 100 new contracts with nine plant start-ups and established a diverse customer base. Additionally, Sherri worked directly with the Secretary of Agriculture's office to draft and then implement the only cabinet level mandatory goal for contracts that employ people with severe disabilities. This permanent goal is part of today's USDA regulations and policies.

Holding multiple degrees, Sherri feels that her two degrees in engineering have provided the most grounding for her personal success. She graduated from Southern Polytechnic State University as valedictorian with an Associate of Science Degree in Industrial Engineering Technology and in 1987 graduated with high honors with a Bachelor of Science Degree in Industrial Engineering Technology

Mark Your Calendar Now!

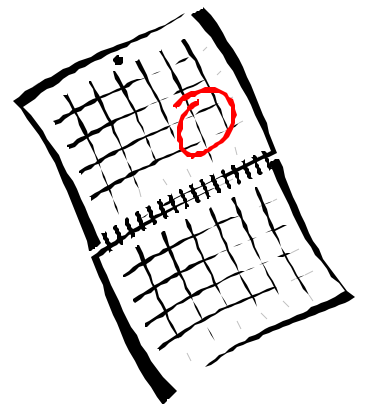
November 14

Section 1510

Dinner Meeting

Speaker: Brent Kingstone

Author of *"The Real War Against America"*



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Section 1510 with Section 1515

Oct, 2006

Section 1510 Dinner Meeting ---- Oct 10, 2006

**Speaker: Sherri Scyphers Hungate,
VP of Goodwill Industries of S. Fla, Inc.**

**Topic: Domestic and Int'l Feeding
Programs: Quality at It's Best**

Registration Deadline: Sunday, Oct 8, 12:00 Noon

Meeting Date / Time: Tuesday, Oct 10, 2006 at 6:00 PM

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

Menu: Cesar Salad, Chicken Roma or Pasta Primavera, Parmesan Crusted Potatoes, Carrot Cake

If reservation is not made by deadline, meal will be selected by the kitchen staff based upon availability of entrees.

Register online www.asqsefla.org

Dinner: \$26.00, Learning something and networking with associates: priceless.

A \$5.00 discount coupon is available online for Candidate Members accompanying a current ASQ Member.

Make checks payable to "ASQ Section 1510." If using PayPal, 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 FrayContact Paul at paulfray@iqc.bz or paulfray@isoqualityconsulting.com, telephone 954-732-1613.