

Quality Quest

Quality Professionals, Systems, Concepts, and Practices

Volume 43 Issue 8

<http://www.weiquality.com/asq1508/>

April 2002

April Speaker

Presenter: Bucky Jones, RN,

Health Care Quality Assurance

Bucky Jones, RN currently serves as Quality Management Coordinator at Moffitt Cancer Center and Research Institute. Bucky is an active Florida healthcare Risk Manager, who earned her B.S in nursing from Old Dominion University. Bucky is currently involved in the investigation of patient related incidents, and risk reduction activities that promote patient safety, and also serves as an expert witness, in reference to nursing medical malpractice.

Publications credited to Bucky are

- PEN: August 1992
- Outcomes in Perspective: April 2000
- Outcomes in Perspective: May 2000.

Bucky has also served as Clinician, Risk Manager, and Critical Care Clinician.

ASQ Section 1508 St. Petersburg/Tampa
Next Meeting: *Monday, April 08, 2002*
Embassy Suites Hotel Tampa Westshore

Menu: Chicken Breast with Marsala wine and mushrooms, Salad, Fresh seasoned vegetables, Chef's choice of starch, rolls.

Dessert & coffee, tea.

5:30pm – Networking

**6:00pm – Special
Feature**

6:30pm - Dinner

7:30pm – Speaker

Please make your reservation by e-mailing Sophie [and](mailto:sophie.glen@weiq.com) Glen so that if one of them is out of the office the reservation can still be processed... or try our new on-line service at <http://weiq.com/reservations>

Message from the Chair

I would like to tell you about my 28 year-old nephew, Conrad Evans. An incident, involving him, occurred recently, that marries together basic human effort with the latest technology. On Sunday Con started out on a huge adventure of circumnavigating Australia on a pedal cycle. He is traveling the entire 10,000 miles alone, with no other cyclists and no support vehicles of any kind. This is a great challenge for anyone but Con rides a trike because he has cerebral palsy, with little use in his right arm and leg. He is making the ride because he loves to cycle and he wants to raise money for charity but most of all because he wants to inspire other handicapped people. We take him seriously because three years ago he pedaled from San Francisco to Virginia Beach, a mere 4,000 miles. This is true human endeavor.

Carol and I were able to witness the start of Con's latest adventure because he launched his trip from the steps of the Sydney Opera house. Minutes before his departure I discovered a Webcam overlooking Sydney harbor. Using my computer I was able to control the camera for just two minutes and in that time I steered it to the steps and zoomed in on the small group of well-wishers assembled to mark the occasion. We were actually watching when Con pulled away from the group on his trike, towing his trailer and flying his flag! A truly magical moment created by the wonders of modern technology complementing extreme human effort.

I am tracking Conrad's progress on a website at <http://weiweb.com/oz> so that his friends and family around the world can follow his adventure until he returns to Sydney shortly after Christmas.

However I must return to Section business. We are now looking ahead to the next ASQ year which starts on July 1st. I have decided not to serve as Section Chair for a second term due to my heavy travel schedule. I am away so much I feel that I am neglecting the section. Fortunately Mark Puetz has agreed to be nominated for the position. Mark is a very capable person and, if elected, will serve the section well.

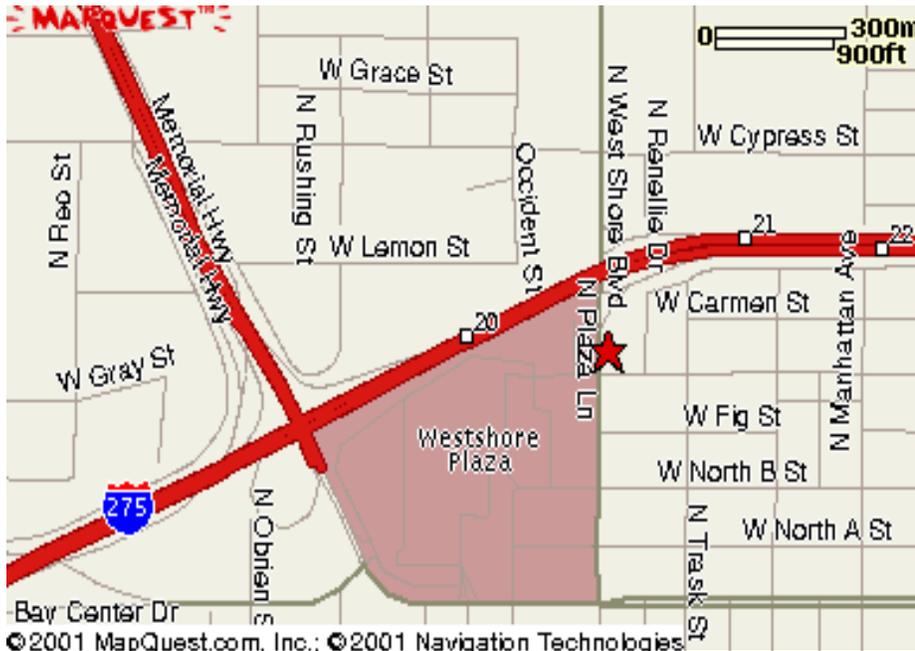
Elections will be held at the April meeting for Section Chair, Vice-chair, Secretary and Treasurer. Shortly after that the new Section Chair will appoint all the other committee positions. We plan to send ASQ National the names of the new board members by May 1st so that they can publish their lists by the start of the new year.

If you are interested in serving on the board next year just let me, or any other board member, know as soon as possible.

John Conrad

location for Meetings:

Our meetings for the 2001/2002 year will be held at the Embassy Suites Hotel, 555 N. Westshore Blvd., Tampa. See Map below for directions.



Section 1508

Mission Statement

To serve our members and our community by providing:

- Current information on quality systems, concepts & practices
- Opportunity for networking
- Seminars & courses in quality related topics
- Assistance with professional certification
- Local connection to the ASQ National Organization

Directions

From St. Petersburg, Sarasota, Bradenton – take I-275N, crossing the Howard Frankland Bridge, take the first exit (20A), Kennedy Blvd., stay on Kennedy 5 lights to Westshore Blvd., turn left and go to the 2nd. Light and turn right. Embassy Suites Hotel 555 North Westshore Blvd. (813) 875-1555

On-line Reservations <http://weiweb.com/reservations> to make a reservation

Please e-mail your reservations, with your phone number and company name to Sophie and Glen.

SGarancher@Transitions.com

Gcavanaugh@essilorusa.com

If you prefer you can still call the ASQ Reservation Hot Line at:

(813) 872-1500 x 2555

Before 5:00PM, Friday, April 5, 2002

Cancellations should be made by noon on the Friday before the meeting but every effort will be made to accommodate late cancellations. If you have a special dietary request - vegetarian or low fat. - please indicate this at the time you make your reservation. \$20.00 per member with a reservation or \$25.00 at the door for guests and members without a reservation. **Only cash or check accepted at the door.** If you make a reservation and do not attend, the section must still pay for your meal. In this event you should reimburse the section by sending a **check**, payable to ASQ, for \$25.00 to our treasurer, **Glen Cavanaugh, Essilor 4900 Park St. N, St. Petersburg, FL 33709**

ASQ would like to thank **Electric Supply of Tampa** for their continued support providing the reservation hotline.

March Speaker

Presenter: Dr. Alain Gaumier
CQM, CQE, CQA, RAB QMS PA
OPTIMUM Consulting, Inc.

Topic: Auditing for Compliance or to help managers improve efficiency?

In summary, the traditional role of the Quality Audit was to check for compliance to the standards by asking the customer questions such as: Can you show me your procedures ? and Can you show me your results?. Moreover, concerning corrective actions auditor should have proceeded with caution, because he who advances a solution of a problem takes ownership of that problem; Also, many company auditors and third party auditors were prohibited from recommending corrective action.

Many companies in the 1990's started to open up their budgets to hire consultants who did more than just ask "Are you doing the right thing" which kept them accountable to complying to the standards. They said, "Let me show you how!". So we started seeing a trend of companies' attitudes.

The trend of companies' attitudes shifted from only being concerned with the bottom line (Quality, Environment an Occupational Health and Safety) to a maturity in management principles concerned with the following: System theory, Process Approach, Empowerment, Technology, and Communications. This process approach is the true "value-added" concept that consultants have been doing for years and is the trend that Quality Auditing is now rapidly following.

As our topic stated "Auditing for Compliance or to help managers improve efficiency", the new ISO 9000 focus moves from compliance to achieving results. The ISO has woken up to the PROCESS APPROACH!!!

4.3 ISO 9004:2000 --- Use of Quality management principles "A desired result is achieved more efficiently when activities and related resources are managed as a process.

Finally: now that the ISO has adopted these concepts and implemented them into the requirements; on one side of the coin we will see the Quality Auditors given more grace to offer suggestions for corrective action, and on the other side we will see that the Auditors will need to become knowledgeable in areas such as Financial and Operational Auditing for example.

The ASQ chapter would like to thank Alain for bringing to our attention this important trend.

Respectfully Submitted,
David Kusza
Co-Chair Programs

Newsletter News

A special Thank You to Anthony Povio for his contribution to our Newsletter. The new logo seen on the front page is his design. The arrow representing Our quest for staying on the leading edge of Quality initiatives & the Palm trees represent our Florida location here in the Bay area.

Please have any requests for publication in the Newsletter to me by the Friday following our scheduled meeting. E-mail to Camilla Williams at c4cwill@aol.com.

CERTIFICATION EXAM DATES

<i>Exam</i>	<i>Exam Date</i>	<i>Application deadline</i>
CQE/CQA/CSQE/CQIA	June 1	April 5
CQT/CRE/CMI/HACCP Certified Quality Manager Six Sigma Black Belt	October 19	August 23
CQE/CQA/CSQE/CQIA	December 7	October 4

Anyone interested in taking over as Exam Chair next year, please contact Guerry Thode or one of the other Board members.

Recertification

Please call Paul Racine if you have questions pertaining to Recertification. ASQ certification information and Applications are available through ASQ, the link may be obtained through our website.

Paul Racine M/S 1171

Tel: (727) 768-8177

**Raytheon Systems Co.,
7887 Bryan Dairy Road,
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**PROFESSIONAL DEVELOPMENT:
News from Your Education Committee**
Mark E. Puetz, Education Chair

**"Today, if you are not confused, you are just not thinking clearly."
-U. Peter**

If clear thought is the goal of our profession, then, as U. Peter suggests, we aim to be thoroughly confused before too long. You Education Committee has gathered a collection of peer instructors and developed a rather wide ranging offering of professional development courses to just that end. As the Chair of this committee I can say with some authority that the planning and coordination of these courses has left me feeling more than a bit confused. Won't you join me?

- Application of Advanced Statistical Techniques
- Fundamentals of GD&T
- GD&T for Shop Operations
- Awareness and General Understanding of ISO 9000:2000
- Basic Auditing
- ISO 9000
- Implementing and Leading and ISO 9000:2000 Quality Management System
- Basic Benchmarking (tentative)
- ISO 9004:2000 Applied to Healthcare
- Tools for System and Process Continuous Improvement

For dates and a complete listing of courses offered through the rest of our program year, and a registration form and information, please visit our website at <http://weiquality.com/asq1508/images/Form020128.PDF>

We also hope to offer Certification/Recertification Refreshers for exams scheduled in the Fall of 2002. The planning process for this is just beginning, though, so we are very interested in gauging the interest of our membership in such courses before we devote a great deal of time to putting them together. If you are interested in any of the following, please let us know. Send an e-mail to me as your Education Chair at the following address: asq1508_ed@hotmail.com

Please let us know the certification which interests you, the one(s) you are very likely to attend if held. Also provide complete contact information for you. Even if we are not able to put together a course on our own, we would like to be able to refer you to other sources (such as fellow potential examinees). For our own planning, we would appreciate receiving your responses no later than **May 31, 2002**.

The exams scheduled at present are:

Exam	Exam Date	Application Deadline
CQT/CRE/CMI/HACCP/CQM/ Six Sigma Black Belt	October 19	August 23
CQE/CQA/CQSE/CQIA	December 7	October 4

Thank you for your interest in professional development opportunities provided by your local ASQ section.



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Membership Statistics

February 28, 2001

Fellows	4
Members	675
Seniors	36
Students	12
Sustaining	5
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Total	732