

# Quality Quest

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

May 2004 Volume 46 Issue 9

**ASQ Section 1508 St. Petersburg/Tampa**

**MAY MEETING  
Monday, May 10, 2004**

**SPEAKER: MR. KELLY G. CURTIS- CWM, CFMA, MFP  
PRESIDENT AND CEO  
CURTIS WEALTH MANAGEMENT GROUP, LLC.**

**“General Market and Industry Trends, Global Events and Markets, and Momentum Investing Models”**

Our local ASQ 1508 chapter survey results indicated a desire to have a least one guest dinner speaker providing a general topic of interest slightly deviating from the pure topics of Quality, prior to ending the ASQ year.

With only two ASQ meetings remaining, and being the tax season is among us, with global events currently affecting financial markets, it would seem appropriate to provide a speaker who can address some of these issues of interest.

Mr. Curtis is a General Securities Principal with Royal Alliance Associates, Inc., and currently holds the designations of (CWM) “Chartered Wealth Manager”, (CFMA) Chartered Financial Management Analyst, and (MFP) “Master Financial Professional”.

Mr. Curtis is considered to be one of the top financial services professionals in the country, and ranks in the top 1/10 of 1% in the industry based on gross production.

Mr. Curtis earned his B.S in Finance from Florida State University in 1983.

See you at the meeting!

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, May 10, 2004***  
***Tutto Favoloso Restauarant***  
***1469 South Belcher Rd.***  
***Clearwater, FL.***

Due to the board meeting running from 4:30-5:30, Registration for the meeting will not start until 5:30.

5:30pm – Registration  
5:30-6:00pm – Appetizers/Networking \*\*  
6:00– 6:30 - Pre-Dinner Topic  
6:30pm –7:30 - Dinner  
7:30pm-8:30 – Speaker

\*\* Appetizers are provided at no cost to members by the section.

**Directions to Tutto Favoloso (located in the city of Clearwater):**

**From Tampa**, go over the Courtney Campbell Causeway to your 7th traffic light, this is Belcher Road, make a LEFT go 3/4 of a mile Restaurant is on the left if you pass Nursery Road or Bellair Road you went to far.

**From St. Pete.**, take US19 North to you see Nursery Road at this traffic light you make a Left, go to your first traffic light make a Right onto Belcher Road, then make a Quick Right into the strip-mall parking lot.

**On-line Reservations: <http://weiquality.com/1508res>**

Reservations should be made by 4:00PM, Thursday, May 6, 2004

If you prefer you can still e-mail your reservations, with your phone number ,company name and address to Sophie and Heike.

[Sgarancher @ Transitions.com](mailto:Sgarancher@Transitions.com)

[Heike @ e-imagestudios.com](mailto:Heike@e-imagestudios.com)

The Reservation hotline phone number is being discontinued. If you do not have access to e-mail, you may phone Sophie with your reservation: (727) 545-0400 X2211

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 \$20.00 to our treasurer, **Glen Cavanaugh, 9212 Rustic Pines Blvd. W, Seminole, FL. 33776**

## April Speaker

Mr. Steve Pearson  
President

### International Management Systems, Inc. “Benefits of Process Auditing”

Some key points of Steve's presentation, and discussion was to point out that clause 4.1 of ISO 9001 was often overlooked, yet this clause is the key to providing the tools and methods for **Process Auditing**. All of the gurus talk about how every task a company performs is actually a process, with inputs and outputs. The key that is missing here is that the company must first become compliant with those processes required by ISO 9001. The next step for each company is to identify those processes that provide value to the company when the success of the process is monitored, measured and the results analyzed.

The overall processes for a company, from sales to engineering to purchasing to manufacturing (or service provided) to inspection to delivery to customer feedback, consist of inputs and outputs where the outputs from an upstream operation is usually one of the inputs to a down stream process. The key to developing, implementing and thus auditing this process stream is to start at the beginning of the process and follow each output of each process to either the end process (a record that is filed) or to the next process where the output becomes an input.

Establishing points in the overall system where measuring the success of the processes provided value is another area for discussion. The dilemma is where to measure the processes. Well of course it depends. It depends on how complex the task are in combination with an evaluation of value received from the measurement made. An example is a manufacturing assembly line. The criteria for acceptance for the process may very well be acceptability of the product at final inspection. This is acceptable. However, it may be more value-added to introduce in-process inspections to measure the success of some of the processes within the overall process. It depends on what risk the company is willing to take, assuming of course the company remains compliant with regulatory inspection points.

The success of the process methodology relies on having a person or persons who coordinates the efforts and tracks that “all” inputs and outputs are identified, and the audit trail is followed. Too many internal audit programs focus on completing the audit schedule to show they completed the task, yet they fail to analyze the data to get the overall picture of the company, and thus they miss the opportunity to add real value to the company. The process audit methodology combined with data analysis of the results can provide real benefits to the company.

Again we thank Steve Pearson for providing the ASQ Chapter 1508 with more information, hopefully enhancing our knowledge of additional quality related processes.

Submitted by: Carl G. Wilkerson  
ASQ Programs Chairman

## CERTIFICATION EXAM DATES

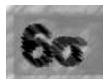
<i>EXAM</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
<b>2004</b>		
Toronto ON, Canada	**ALL EXAMS OFFERED AT AQC May 16, 2004	Past
**Exam Times: CQIA 10:00 – 1:00pm CQE 10:00 am – 3:00 pm, All others are 10:00 am – 2:00 pm		
CQE/CQA/CSQE/CQIA/CCT	June 5, 2004	Past
CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt	October 16, 2004	August 20, 2004
CQE/CQA/CSQE/CQIA CCT	December 4, 2004	October 1, 2004



## Six Sigma Black Belt Training & Certification

Ramada - Apollo Beach  
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## Quality Quote

The moment of truth in the customer's view of the world is a sense of discrepancy between what is expected or desired and what is occurring.

Murgatroyd and Morgan

## Newsletter News

If you have an article you want published, please send it to Camie by the deadline, Friday following the regularly scheduled meeting.

Camie's e-mail is: [c4cwill@aol.com](mailto:c4cwill@aol.com)

## Recertification

### Recertification Chair: Heike Johnson

Please send all recertification packets to:  
Heike B. Johnson  
ASQ 1508 Recertification Chair  
e-image• Digital Studios, Inc.  
2106 Climbing Ivy Drive  
Tampa, FL 33618-1709

To contact Heike for questions, her e-mail address is as follows:

## QARA Compliance Connection, Inc.

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# **Elections of Section Leadership roles will occur at the May meeting**

## **Nominees are:**

**Section Chair Ed Pagnott**

**Treasurer Glen Cavanaugh**

**Secretary Robert Cavanaugh.**

## **Section Leadership committee roles available for re-election to serve the 2004/2005 year include:**

**Section Chair**—President & CEO of Local chapter, facilitates and runs monthly meeting, provides Status updates at monthly meetings, community interface for section, delegates actions, fills volunteer positions.

**Treasurer**—Provides monthly and annual financial reports, pays bills, develops budget

**Secretary**—Records meeting minutes and delivers to board members

## **Appointed positions include:**

**Programs Chair**—Arranges monthly meeting speaker, arranges facility tours, introduces speaker at monthly meeting, provides gifts for speakers, provides summary speaker information for input to the newsletter

**Newsletter**—Edits and publishes newsletter monthly (Microsoft Publisher), corresponds with publisher and mail distribution services, coordinates ad and payment arrangements with individuals advertising in newsletter, downloads section total membership information for distributing newsletter

**Internet Liason**—maintains section website

**Education Chair**—creates education plan, provides results of tests for the local section, determines certification course needs

**Arrangements Chair**—arranges location and contract for monthly meetings, corresponds with meeting location on facility needs for monthly meeting, provides door prizes

**Recertification Chair**—verifies paperwork for local recertification applicants for local chapter

**Examining Chair**—provides proctors for exams offered and arranges location for administering the exams

**SMP Chair**—coordinates section meeting plan and ensures local section is compliant to ASQ required formats

**Placement Chair**—coordinates job postings for local chapter membership, including posting resumes for Quality related jobs on the website, provides links for Quality related job openings to Internet liaison for posting on the website.

**Audit Chair**—audits financials of the section and reports to National ASQ yearly

**Publicity Chair**—provides press release regarding the local section activities

**Membership Chair**—provides new members with information regarding the sections activities

**If you are interested in any of the above positions either as the primary or as a back-up, please e-mail one of the board members listed on the back of the newsletter.**



Attn: J. Conrad  
 19824 Wyndham Lakes Drive.  
 Odessa, FL 33556

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## Board Members

Section Chair

**Mark Puetz**

E-mail: [1508asq@tampabay.rr.com](mailto:1508asq@tampabay.rr.com)

Treasurer

**Glenn Cavanaugh**

E-mail: [Gcavanaugh@essilorusa.com](mailto:Gcavanaugh@essilorusa.com)

Secretary

**Robert Cavanaugh**

E-mail:

[Robert.Cavanaugh@certegy.com](mailto:Robert.Cavanaugh@certegy.com)

Programs

**Carl Wilkerson**

E-mail:

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Newsletter

**Camilla Williams**

E-mail: [c4cwill@aol.com](mailto:c4cwill@aol.com)

Internet Liason

**John Conrad**

E-mail: [John@weiweb.com](mailto:John@weiweb.com)

Education Chair

**Alain Gaumier**

E-mail: [Algaumier@aol.com](mailto:Algaumier@aol.com)

Arrangements Chairs

**Sophie Garancher**

E-mail: [SGarancher@Transitions.com](mailto:SGarancher@Transitions.com)

Recertification/Arrangements

**Heike B. Johnson**

E-mail: [Heike@e-imagestudios.com](mailto:Heike@e-imagestudios.com)

Examining Chair

**Debbie Holt**

E-mail: [holtd@baxter.com](mailto:holtd@baxter.com)

SMP Chair

**Ed Pagnott**

E-mail: [Epagnott@aaronmed.com](mailto:Epagnott@aaronmed.com)

Placement Chair

**Guerry Thode**

E-mail: [Thode@gte.net](mailto:Thode@gte.net)

Audit Chair

**Mark Anderson**

E-mail: [Manderson@gaf.com](mailto:Manderson@gaf.com)

Publicity Chair

**Jim Triller**

E-mail: [Jimtriller@earthlink.net](mailto:Jimtriller@earthlink.net)

Membership Chair

**Paul Racine**

E-mail: [Paul\\_D\\_Racine@raytheon.com](mailto:Paul_D_Racine@raytheon.com)

### Membership Statistics

Members	586
Fellows	3
Seniors	32
Students	16
Sustaining	1
	=====
Total	638