

Quality Quest

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

October 2005 Volume 47 Issue 2

ASQ SECTION 1508 ST. PETERSBURG/TAMPA OCTOBER MEETING Monday, October 10, 2005

Speaker: Jim Kieffer
Quality Lab Manager, Transitions Optical

STABILIZING THE MANUFACTURING ENVIRONMENT

Every manufacturing facility spends energy on sustaining existing quality systems and fire-fighting. The question is: what is this ratio?

If your manufacturing atmosphere frequently finds itself solving the same problems over and over, in an unpredictable environment, experiencing large yield fluctuations and feeling a sense of helplessness, your ratio of energy devoted to firefighting relative to sustaining may be too high. If you find this to be true of your manufacturing atmosphere, does it have to be this way? With a shift in focus towards sustaining, things can change. Although this shift will require energy, it will require less energy than what fire-fighting consumes. This type of work has "low-level-exposure"; however, it is necessary. Without *stabilizing the manufacturing environment*, making progress will be futile.

Some ideas to *stabilize the environment* include:

increasing the level of operator engagement

increasing expectations

continuously driving the effectiveness and efficiency of quality systems

using random audits to measure the effectiveness of these systems

most importantly, recognizing employees: particularly managers, engineers and technicians for sustaining existing systems.

Although this presentation will be centered on manufacturing, these concepts can be applied anywhere where effectiveness and efficiency is paramount. All businesses need to continuously improve to maximize the business and to remain competitive. The service industry is in dire need of these concepts. When you order food at a restaurant, have a problem with your TV cable, have furniture delivered, there are frequently unhappy customers. Customers are unhappy because it was not done correctly the first time. Either the systems failed or no systems exist. Whether you are manufacturing a product or having furniture delivered, there must be effective and efficient systems in place to produce a consistent product and/or service.

Mr. Jim Kieffer is the Quality Lab Manager for Transitions Optical, and served previously as a Quality Engineer since 2001. Prior to Transitions Optical, Jim's experience includes Process Engineering at Huntington Pacific (TX) and Florida Tile as both a an R&D Engineer and a Quality Engineer. He is a graduate of the University of Florida with a Bachelor's degree in Material Science & Engineering, and is an ASQ Certified Quality Engineer (CQE) and Certified Quality Manager (CQM).

Submitted by Steve Babb, Programs Chairperson

A MESSAGE FROM YOUR CHAIR

“Don’t miss out on happiness
By looking at the ground
But keep looking skyward
That’s where the rainbow’s found”

- Catherine Janssen Irwin

We started the year off on a great note with over 60 people comfortably in attendance at the September 12 meeting. As we did not even approach the room capacity, we look forward to even higher attendance numbers. We began the meeting surveys again at the September meeting. We plan to take four surveys during the 2005 – 2006 ASQ year. As the meeting surveys are our principal means of measuring member satisfaction, we encourage all to use them to communicate with the board.

In case some of our members missed our new meeting location, we will be at the location below for the rest of this year.

**Hilton Tampa Airport Westshore
2225 North Lois Avenue
Tampa Florida**

The completed Section Business Plan for 2004-2005 has been submitted to ASQ national. The Business Plan for the 2005 – 2006 year is included in this newsletter.

We still have open positions on the board and we welcome volunteers who wish to contribute their time and talents to the section. The present open positions on the board are;

Division Liaison
Historian
Koality Kid Liaison
Student Branch Counselor

Contact Ed Pagnott (epagnott@aaronmed.com) , (or any other board member) if you would like to volunteer or if you have any questions on open chair positions.

Our speakers for this month provided us with two diverse and interesting topics. Bill Mitchell from Publix – Aprons provided a great presentation on diet, and Jack Hipple of Innovation-TRIZ Inc. provided a fascinating view of the TRIZ problem solving methodology. Thanks to both of these speakers for informing and entertaining us. Thanks also to Steve Babb for his great work in arranging for the presentations. Having two presentation topics allowed us to award .6 RU points for the September meeting.

We are still looking to arrange and conduct tours of plants in the area. If you think we could arrange a tour at your company, please contact Steve Babb, our programs Chair, at (qdemand@tampabay.rr.com).

Thanks again to all of our board members who contribute so much time and talent to our Section.

I look forward to seeing all of you on October 10 and at all of this year’s meetings.

Our successes are due to the great team effort!

Ed Pagnott
Section 1508 Chair for 2005 / 2006

Business Plan for Section 1508 St. Petersburg / Tampa 2005-06 Fiscal Year

Objective	Activity Title	Activity Description	Activity Date(s)	Measure	Goal	Status^	Results‡	% of Goal Achieved‡	Contact*	Comments
Increase Member Value	Dinner meetings	Provide monthly dinner meetings and pre dinner clinics for membership information.	2005 2006	Number of meetings and clinics	10 Meetings and 6 Clinics				Sophie Garancher & Steve Babb	
Increase Member Retention	Recognition	Recognize meeting attendance	2005 2006	Number of meetings attended	Perfect attendance for 6 people				Sophie Garancher	Provide free meal certificate for perfect attendees.
Increase Member Satisfaction	Measure member meeting satisfaction	Survey all section members on satisfaction for meetings	2005 2006	Percent of returns and percent of satisfaction	Survey 4 times				Paul Racine & Cristin Brickhouse	
Increase Member Value	Provide Quality Education	Offer refresher and Quality Related courses	2005 2006	How many offered; how many made	4 free 2 Hr. Workshops by next June				Alan Gaumier	
Increase Member Value	Certification Exams	Provide location and proctor for ASQ examinations	2005 2006	Number of exam sessions held	4 Exams Held				Debra Holt	
Increase Member Value	Newsletters	Provide Electronic and Paper newsletters prior to each meeting	2005 2006	Number of Newsletters for the year	10 Newsletters				Camie Williams & Angela Villegas-Judd	
Increase Member Value	Professional Activities	Provide additional Professional / Outreach activities during the year	2005 2006	Number of activities	Two New Activities				Steve Babb	
Increase Member Value	Plant Tours	Arrange Plant tours for Members	2005 2006	Number of Tours	Two				Steve Babb	
Leadership	Strategy and Planning	Conduct Strategy and Planning Meetings	2005 2006	Number of Additional Meetings	Three Planning Meetings				E. Pagnott & Heike Johnson	
Leadership	Position Descriptions	Adopt Position Descriptions for All Board Positions	2005 2006	One Description for each Position	All Descriptions Adopted				Board Members	

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

Reservations should be made by 4:00PM, Thursday, October 6, 2005

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

Heike@e-imagestudios.com

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

The following individuals need to send a check to Glen for missed dinner meetings from last season:

Linda McLeod Alexis

Angela Villegas-Judd

Meeting Schedule

Hilton Tampa Airport Westshore

2225 North Lois Ave

Tampa, 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

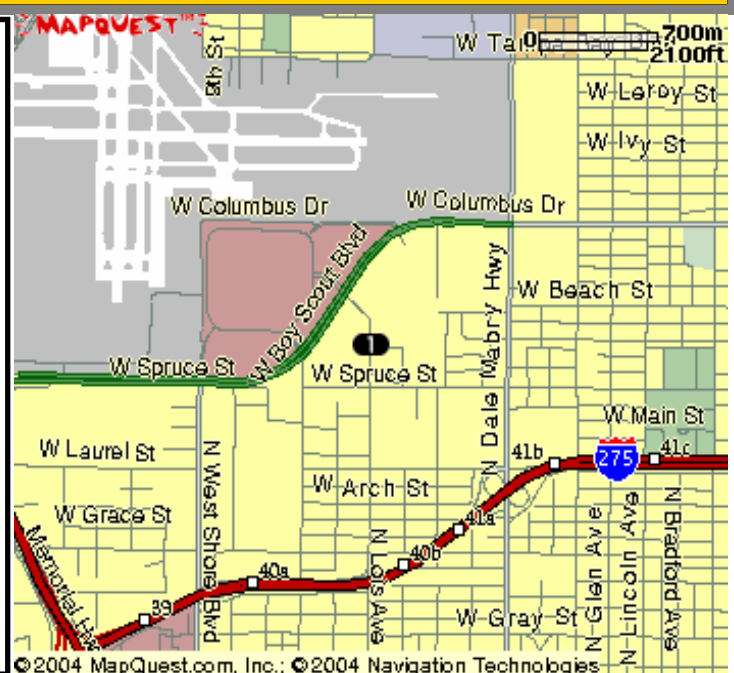
7:30pm-8:30 – Speaker

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

Directions :

FROM 275 NORTH TAKE EXIT 40B/LOIS AVE.
WHEN EXITING
TURN LEFT ONTO LOIS AVE. HILTON IS
LOCATED 1/2 MILE ON RIGHT.

FROM TPA - FOLLOW AIRPORT EXIT
TO SPRUCE STREET TO THE THIRD LIGHT-
LOIS AVENUE.
TURN RIGHT AND THE HOTEL IS ON THE
LEFT.



©2004 MapQuest.com, Inc.; ©2004 Navigation Technologies

Members seeking employment

Your local ASQ section is committed to helping connect our members seeking employment with employers seeking to hire quality professionals. If you are a paid member of ASQ, you may post a business card sized or 1/4 page description of the job you are seeking free of charge 4 times per year.

Also, please contact Guerry Thode, section Placement Chair. E-mail: thode@knology.net

"SEEKING EMPLOYMENT"

Ivan Mateo
Tampa, FL 33615
(813) 468-1475

I am currently seeking a position in the quality department.

I have experience with calipers, micrometers, gauge blocks, indicators, height and pin gauges, optical comparators, electrical testing equipment, and coordinate measuring machines.

I am able to inspect samples to determine if metal or plastic parts and product meet the attribute and variable specifications.

I am also knowledgeable and experienced on gauge calibration inspection procedures, and process and engineering analysis.

With procedure generation and implementation, reduction in internal failures and an increase in profits can be accomplished.

I am familiar with ISO requirements, and member of the ASQ.

I am responsible, energetic, and always willing to learn more.

I am ready to present you with a copy of my cover letter and resume, and looking forward to meeting with you to discuss my qualifications in an interview.

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

CERTIFICATION EXAM DATES 2005

<i>EXAM</i>	<i>EXAM DATES</i>	<i>EXTENDED APPLICATION DEADLINE</i>
CQA, CQE, CSQE, CQIA, CQPA	December 3, 2005	October 7, 2005
CBA, CHA CQT, CRE, CMI Certified Quality Manager Six Sigma Black Belt	October 22, 2005	Passed

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:

Heike@e-imagestudios.com

September Speaker Summary

September's Pre- Dinner Speaker

Speaker: Bill Mitchell
Resident Chef, Publix Apron's
<http://www.publix.com/aprons> , (813) 926-4465

QUALITY IN COOKING AND DINING

Talk about putting quality where your mouth is!

Bill Mitchell from the Publix Apron's Cooking School had a lot to say about food quality at our September meeting, and we gobbled it up (sorry- couldn't resist). Anyway, it turns out there is an awful lot to the history of food, and what it means to us today.

To understand "diet" in the real sense, we have to consider food history. The ancient digestive system was designed for a lot of meat in the diet. In many countries today, and in particular outside the U.S., meat is not as important a component of diet. Still, some of the important proteins from meat have to be obtained somehow.

We can thank the peasant cultures for great sauces, such as from Italy and Asia. But they probably used sauces more as a way of disguising some off-tastes than to reach culinary perfection. After all, refrigeration is a new technology. Plus, some of the spices you find in classic sauces are actually quite good with antibacterial properties: garlic, onion, allspice, oregano, and to a lesser extend thyme, cumin, and chili peppers.

Restaurants today are very health conscious and here is where systematic quality control definitely comes in. However, all is not well with the food processing industry. Did you know that in industrialized countries each person consumes 100 lbs. of sugar per year? It turns out in the U.S. we actually use less....80 lbs. per year... but we substitute high fructose syrup and sweetener alternatives (many if which don't hold up to cooking by the way). Clearly our digestive systems with ancient roots aren't really designed for this.

Thank you, Bill, for enlightening us on what quality means in the restaurant business. We really enjoyed having you with us. We'll remember what you said about "never trust a skinny chef". Bon appetit!

Bill Mitchell is Resident Chef at Publix Apron's Cooking School. In this role he teaches cooking technique, hosts cooking parties, and other fun things like that. Please check out the Publix Apron's website for more information. He has been with Apron's three years, and overall has eighteen years experience in the restaurant business.

Submitted by Steve Babb, Programs Chairperson

September's After- Dinner Speaker

Speaker: Jack Hipple
Principal, Innovation-TRIZ
www.innovation-triz.com, 813-994-9999

BREAKTHROUGH PROBLEM SOLVING

Mr. Jack Hipple really opened our eyes to a new way of thinking about creative problem solving at our September meeting...and don't we all need more great ideas these days? How'd you like to have all the other inventive brains in the world with you when you're problem solving? Jack showed us the TRIZ methodology, which is a "breaking the mold" these days in companies of all types, including Siemens Westinghouse, Dow Chemical, Kraft, S.C. Johnson, Caterpillar, Rohm and Haas, and the U.S. Navy.

TRIZ (Russian acronym for "Theory of Inventive Problem Solving") is a revolutionary problem analysis and problem solving process that uses the fundamentals of contradiction resolution to come up with breakthrough ideas for both organizations and the problems they have to deal with. The TRIZ methodology has solved thousands of some of the most difficult technical problems in many different industries and situations, and is now finding its way into the organizational and management problem solving arena as well, including communications, organizational development, management style issues and personnel policies. It turns out that the same basic principles apply in both areas!

Jack's presentation showed us how to find analogies to problems that have actually been solved and re-solved thousands of times over! Sometimes the connections are really startling, and Jack shared many examples. For example, did you know that one valuable technology to extract the core from sweet peppers is fundamentally the same as removing shells from sunflower seeds, cleaning filters, splitting diamonds along micro-cracks, producing powder from sugar crystals, and more? All of these depend on the principal of raising air pressure gradually in a vessel, and then decompressing rapidly. TRIZ helps you to find startling connections like this that might never happen with traditional brainstorming!

Jack, on behalf of the Section, I would like to thank you for an entertaining and *literally* thought provoking presentation.

Jack Hipple is Principal of Innovation-TRIZ, an innovation training and consulting firm based in Tampa, FL.

Jack received his chemical engineering degree from Carnegie Mellon University, and spent 32 years in industry, including responsibility for Dow Chemical's Discovery Research and global chemical engineering R&D. He specializes in applying TRIZ in the personnel and management area and in new arenas such as ergonomics and intellectual property. Mr. Hipple is one of the few people in the world certified and trained in TRIZ, DeBono innovation tools, Myers Briggs, and Kirton KAI™ assessment methodologies.

™ Kirton KAI is a registered trademark of M. J. Kirton

Submitted by Steve Babb, Programs Chairperson



P.O Box 3005
Milwaukee, WI 53201-3005

**NONPROFIT ORG
U.S. POSTAGE PAID
PERMIT # 2292
TAMPA, FL**

Quality Quest is published monthly by the Tampa/St. Petersburg Section of the American Society for Quality.

Board Members

Section Chair
Ed Pagnott
Epagnott@aaronmed.com

Treasurer
Glenn Cavanaugh
Glenc@tampabay.rr.com

Secretary/ Vice Chair/
Internet Liason
Robert Cavanaugh
Robert.Cavanaugh@certegy.com

Programs Chair
Steve Babb
gdemand@tampabay.rr.com

Newsletter Chair
Camilla Williams
c4cwill@aol.com
Alternate e-mail:
Camilla.m.williams@honeywell.com

Education Chair
Alain Gaumier
Algaumier@aol.com

Arrangements Chairs
Sophie Garancher
sgarancher@Transitions.com

Recertification/Arrangements/
Examining Chair/ Audit Chair
Heike B. Johnson
Heike@e-imagestudios.com

Certification Chair
Debbie Holt
Deborah.Holt@Sypris.com

Placement Chair
Guerry Thode
thode@Knology.net

Publicity Chair/ co-Membership Chair
Cristin Brickhouse
Cristin.Brickhouse@honeywell.com

Membership Chair
Paul Racine
Paul_D_Racine@Raytheon.com

Membership Statistics

Regular	417
Fellows	4
Senior	137
Associate	9
Student	11
Sustaining	3
Forum	3
=====	
Total	584