

# Quality Quest

Quality Professionals, Systems, Concepts, and Practices

Volume 44 Issue 02

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

October 2002

**ASQ Section 1508 St. Petersburg/Tampa**  
**Next Meeting: *Monday, October 14, 2002***  
***Tutto Favoloso Restaurant***  
***1469 South Belcher Rd.***

**DAVID M. METZ**  
**EXECUTIVE DIRECTOR**  
**ST. PETERSBURG-CLEARWATER INTERNATIONAL AIRPORT**

Mr. Metz began his employment with Pinellas County Government in the capacity of Senior Manager of Business Development with the Pinellas County Economic Development Department in February 2000. In November 2000, Dave was promoted by the Board of county Commissioners to the position of Executive Director for the St. Pete-Clearwater International Airport. Prior to joining Pinellas County, Dave was Marina and Port Director with the City of St. Petersburg until he retired with 26 years of Service.

The St. Petersburg-Clearwater International Airport is a small-hub facility with commercial, corporate, and military operations. It currently serves 750,000 passengers annually for scheduled commercial airline service.

Dave is a graduate of the University of South Florida, where he earned his Masters of Public Administration degree in 1989, together with receiving a B.A in Business Administration.

**Directions to Tutto Favoloso:**

**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.

# Message from Your Chair

Mark E. Puetz

If the feedback shared directly with me at our first dinner meeting of the program year, on September 9<sup>th</sup>, was any indication, I think it fair to say that we are off to a good start for this year. We moved to a new venue and experienced a few glitches there, as was to be expected with such a thing anyway. Certainly, though, the quality of the food more than made up for a bit of slowness in getting all of the orders taken, prepared, and delivered. For those of you who offered commentary and suggestions on how to improve that process, we thank you. Those ideas have been taken into consideration and we are working with the restaurant to see that the process runs a bit more smoothly next month. We also found this venue to be a bit more “intimate” than the hotels and such from our past. We are working with the restaurant on this one as well to experiment with different seating arrangements that may allow for a bit more elbow room and even more open conversations and networking.

We were able to begin this program year with a rather interesting presentation on one of our profession’s hottest topics these days. Bernie Saboe, Six Sigma Champion with Raytheon, shared the Raytheon approach to six sigma and overall improvement. For my part, I found it very interesting that Raytheon seemed to boil everything down into just a few steps without losing any great substance. That was quite elegant. I was fortunate to share Bernie’s company over dinner and had an interesting conversation about how Raytheon is working to ensure not only that their processes improve regularly, but that all business units are aligned with the overall corporate goals. In fact, that very project is one with which Bernie himself has been tasked. Given the size of the company and its various and diverse business units, that is sure to be quite a challenge for him.

Before dinner, I took a few moments to share with those present something more of what your board had been up to over the summer and the direction in which we had chosen to go this year. We are making some rather significant changes to the way we present ourselves in some ways, yet staying on track with many of the initiatives begun and maintained over the last few years with others. Elsewhere in this month’s newsletter and on our website you will find a new representation of our reason for being. After our Strategy Session over the summer, the board recognized that our mission statement seemed to be a bit out of synch with the character we were hoping to develop for our section. This is not new for us. We wrestled with this quite a bit last year as well. We thought we would present our mission and all in a different format, thus capturing who we want to be in a more dynamic manner. The “Vision Architecture” is just this. Beneath that you will see the three perspectives and included goals of our “Balanced Scorecard” for the year. Over the next several months, and in newly implemented quarterly work sessions for your board, we will be doing everything we can to bring us ever closer to our vision of being “Quality Central” in the Tampa Bay Area.

Your section seems to be off to a strong start this program year and your board has set some very ambitious goals for itself. As always, these sorts of things do not just happen. They take the work of dedicated people to turn them into reality. In order to flesh out your board this year we are still in need of chairs for Membership and Publicity. The first will be charged largely with recognizing our new members and the achievements of existing members. The second will be a key player in implementing the entire Community Involvement perspective by helping us get our name and accomplishments in front of as many folks out there as possible who may have an interest in us. And each board chair is always looking for assistance in a committee, both to increase the vitality of ideas and to make the overall workload easier to bear. How far we are able to take our section into becoming “Quality Central” in the Tampa Bay Area is largely going to be a function of the people who grasp that vision and offer their efforts to make it so. It is going to be a function of how involved you are!

To get involved, or should you have ideas or concerns, please feel free to contact me at [1508asq@tampabay.rr.com](mailto:1508asq@tampabay.rr.com)

Our Vision is to be  
**“Quality Central”**  
 in the Tampa Bay Area

**MISSION**

We will be the primary resource  
 for quality information, training,  
 et cetera in our community.

**VALUES**

Any organization or individual  
 that is undergoing a quality  
 journey should think of us to  
 assist them with that journey.

**QUESTIONS**

- Who needs quality information?
- What do they need and in what format?
- When and where do they need it?
- How can we provide that information for them?

**Community Involvement**

1. Be the clearinghouse for information on local professional development opportunities.
2. Maintain a resource list of members available as auditors, trainers, consultants, et cetera.
3. Reach out into the community through organizations and events such as ...
  - Chambers of Commerce
  - Universities and Educational Institutions
  - Forums, Seminars, and Roundtables
  - Support of Quality Initiatives in Education
  - Encourage the publishing of member articles
  - Prepare press releases on our own achievements
  - Encourage development of a "Pan Professional" Organization
  - Be active in the Governor's Sterling Award process
4. Take positions on issues that affect our community, focusing on the quality aspects of those issues.

**Member Service**

1. Communicate, communicate, communicate about ...
  - a. Quality matters that affect our community
  - b. ASQ issues (at national, regional, and section levels)
    - Provide regular updates about section business as conducted by the board
2. Develop and encourage professional networking opportunities.
  - a. Develop a section directory
  - b. Build an online discussion group for those interested in quality in our community

**Management and Operations**

1. Strengthen the leadership capabilities of the board.
  - a. Conduct "Leadership Training" for board members
  - b. Sponsor leadership training through attendance at national or regional conferences for key section officers
2. Increase transparency/disclosure of board functions.
3. "Rethink" how the board conducts section business to increase efficiency and effectiveness.
  - a. Review section bylaws to ensure they are up to date and reflect the most efficient and effective ways to conduct business today
  - b. Build an online discussion group for board members
  - c. Conduct regular board meetings and quarterly work sessions
  - d. Consider ways to increase the efficiency of monetary transactions for meetings, courses, et cetera

**On-line Reservations** <http://weiquality.com/1508res> to make a reservation

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

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

[Heike@tampabay.rr.com](mailto:Heike@tampabay.rr.com)

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

(813) 872-1500 x 5557

**Before 4:00PM, Friday, October 11, 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, **Anthony Povio, 18008 Wynthorne Drive, Tampa, FL. 33647**

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

## **Congratulations to our newly certified members!**

### *Certified Quality Auditors:*

Mr. Martin F. Bork  
Mr. Gary L. Dorrough  
Mr. Angel Infante  
Mr. Joseph Maka  
Mr. John J. McNie  
Mr. David P. VanOverbake



### *Certified Quality Engineers:*

Mr. Joe Diaz  
Ms Jody Myers  
Mr. Brett W. Stelmok

### *Certified Quality Improvement Associate:*

Mr. Daniel J. Scott

**Please come to meet and congratulate them at our monthly meeting October 14, 2002 where they will all be recognized.**

## **CERTIFICATION EXAM DATES**

| <i>Exam</i>  | <i>Exam Date</i> | <i>Application deadline</i> |
|--|------------------|-----------------------------|
| CQT/CRE/CMI/HACCP<br>Certified Quality Manager<br>Six Sigma Black Belt | October 19       | past                        |
| CQE/CQA/CSQE/CQIA  | December 7       | October 4                   |

**Certification Chair: Debbie Holt**

## **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

**September Speaker**  
**Presenter: Bernie Saboe**  
**Raytheon Six Sigma Champion**

What is Raytheon Six Sigma? How does it work? What does it do, and how is this different from other initiatives?

These were some of the questions addressed from our first speaker presentation, on the opening evening of ASQ's fiscal year. Bernie Saboe, who is the Six Sigma Champion for the 350,000 sq. ft. consolidated manufacturing center in Largo, defined Six Sigma as a knowledge based process for transforming culture in order to maximize customer value, and grow business. Bernie touched on the differences between 3 Sigma and 6 Sigma, in-addition to providing a historical perspective, and evolution of the Six Sigma processes.

Bernie also shared some of Raytheon's Six Sigma tactical, and strategic accomplishments. Information such as over 6,000 specialists are qualified within the Raytheon Company, over 900 experts have completed training of which over 300 are certified. Raytheon currently has 15,000 specialists in development with over 20 master experts certified, including Bernie himself. Bernie touched on the unconscious focus of the value chain, integrated thinking processes, and strategic leveraging. Another highlight was the explanation of the infamous 6 step, closed loop Six Sigma process. Visualize, Commit, Prioritize, Characterize, Improve, and Achieve.

Bernie generated much enthusiasm, which resulted in a maze of interesting questions from our group. Bernie's presentation was accepted graciously by the ASQ chapter. I know we all would like to thank Bernie for providing us another opportunity to expand our horizon.

**By: Carl G. Wilkerson,**  
**ASQ Programs Chairperson**

## QA ✓ RA Compliance Connection, Inc.

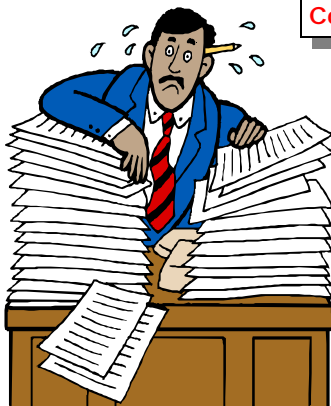
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*We invite you to learn Six Sigma® from the most experienced practitioners in the world! A full schedule of Six Sigma programs is now available through Motorola University.*

## **Six Sigma Black Belt Program – four weeks over four months**

Black Belts are experts who are groomed in the Six Sigma methodology, with emphasis on application of statistical process control techniques (SPC). Our approach to developing Six Sigma Black Belts is based on an *Action Learning Model*. This model combines classroom instruction with real-time project implementation and mentoring. Prior to commencing the Black Belt training program, candidates identify improvement projects in their organization. As candidates complete each segment of training, they will immediately apply the concepts and tools learned to their improvement project. Black Belt training is delivered in four segments over a four-month period of time and is constructed upon the DMAIC methodology.



### **U. S. Black Belt Schedule:**

Horsham, PA (Philadelphia)    Nov 4-8, Dec 2-6, Jan 13-17, Feb 10-14  
Fort Lauderdale, FL        Dec 9-13, Jan 13-17, Feb 10-14, Mar 10-14  
San Diego, CA                Jan 27-31, Feb 24-28, Mar 24-28, Apr 21-22

## **Six Sigma Green Belt Program – five days**

Developing Green Belts is a very powerful approach for cascading Six Sigma approaches and techniques throughout an organization. Green Belts receive a subset of the more comprehensive Black Belt program. This level of skills and knowledge enables Green Belts to serve as high performing team members on Black Belt project teams as well as capable leaders of projects that do not require the Black Belt level of analysis and rigor.



### **U.S. Green Belt Schedule:**

Horsham, PA (Philadelphia)    Dates: Dec 9-13  
Fort Lauderdale, FL        Dates: Jan 20 -24  
San Diego, CA                Dates: Feb 17-21

**Motorola University also offers complete Six Sigma services for organizations interested in customized onsite implementation.**

**To Register or for more information please visit our website at**  
**<http://mu.motorola.com>**  
**or call 1-800-446-6744.**

## Career Corner

### Job Hunting tips:

1. It's a jungle out there ... you need to swing on every vine ... and yell like Tarzan!!  
It releases stress and lets people know you're hunting. Ask your friends to help you hunt. The larger the hunting party the better your chances of getting your game (a job).
2. Network, network, network and then network some more! Yes, even *Quality* folks have friends!
  - A. Previous work associates. Let them know what you're looking for and ask them to refer to you any recruiters that call them.
  - B. Previous bosses, especially bosses that liked you!! Also, ask them to be references. They may be very helpful, especially if they did not want to lose you.
  - C. Professional groups – such as ASQ. You do attend meetings don't you? (You can even make reservations to attend - even if you don't want to eat at the meeting.)
  - D. Check out BAMA. Bay Area Manufacturer's Association - <http://www.bama-fl.org/>
  - E. Alumni organization meetings. Also, call your college since many of them have active job listings for experienced alumni.
  - F. Civic/social organizations. You usually don't have to join to attend a meeting. Look in the local paper for topics of interest, or maybe you can speak on *Quality*?
  - G. Church/religious groups. Some have active career-change ministries - or start one yourself.
  - H. Start/join a networking group in any organization you belong to (if you don't belong to a group, join or visit one.)
3. Buy a copy and read *What Color Is Your Parachute*, by Richard Bolles. Read the appendix "How to Find Your Mission in Life."
4. Read professional organization newsletters, such as the *Quality Quest* (e.g. this article).
5. Visit professional organization web sites. Use ASQNET at [www.asq.org/](http://www.asq.org/) and [www.resume-link.com/society/asqjobmatch.htm](http://www.resume-link.com/society/asqjobmatch.htm) to search for *Quality* jobs.
6. Talk to professional organization job placement/opportunity coordinators or career work groups.
7. If you're hunting for bull elephants in Pinellas/Hillsborough, you may have to settle for a calf that can grow into a bull. (...of course it can be sold, shot, or devoured as a calf or bull.)
8. Early to bed, early to rise, search like heck, and advertise. Get a networking card that tells people what you do or what you want to do. Pass it out to everyone you meet. In fact, give them two cards - one to keep and one to pass on to someone they know who may be able to help you.
9. Memorize a 30 second and 2 minute "commercial". (Write it down.) You want to be able to answer the following questions with confidence and enthusiasm:
  - A. What are you looking for?
  - B. Tell me about yourself?
10. Learn to use the Internet and learn to explore!! More about this in future articles.
11. Build lasting relationships with several professional recruiters in your field (you help them and they will help you). Tell (and email) them not to send your resume to ANYONE without **prior** approval from you!! Look in trade publications (e.g. *Quality Progress*) for specialists. Listen to their advice and be honest with them.
12. It's always best to send your resume to the hiring manager, and follow up with a phone call. Resumes sent to HR or via the web may get delayed or lost, lost, lost ...
13. Find one or more support groups and/or people who care about you, your hunt, and your well-being! Join other job hunters and swap tips. Join *The Professionals Network of Tampa Bay* - [www.pronettampabay.org](http://www.pronettampabay.org) .
14. Budget. Plan for worse case and pray for best! Apply for unemployment compensation the **week you get laid off** before Saturday midnight at [www.fluidnow.com/](http://www.fluidnow.com/). Select *Internet Claim Tutorial* first. Applying after midnight may cost you up to \$275 in lost benefits (max benefit for 1 week).
15. Involve your family!! They're affected, too. They love you and you'll value their support.
16. Hang in there and pray for patience, for what you want, and for wisdom to make good decisions.
17. Stay the course and celebrate your victories. You have value - some company will appreciate you!!

Guerry Thode  
Placement Chair  
(thode@gte.net) 727-736-8300





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

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

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### Membership Statistics

|            |       |
|------------|-------|
| Fellows    | 4     |
| Members    | 562   |
| Seniors    | 33    |
| Students   | 14    |
| Sustaining | 6     |
|            | ===== |
| Total      | 619   |